

363,000
CUSTOMERS SURVEYED

SONOMA COUNTY · APRIL 2019

Diamond Certified[®] Directory

LOCAL COMPANIES RATED HIGHEST IN QUALITY · PERFORMANCE GUARANTEED



INSIDE: Capability Profiles of
Top Rated Diamond Certified Companies
PLUS: Expert Tips in the Back of this Directory

Ratings updated daily at www.diamondcertified.org

2019

The Rating Process

American Ratings Corporation conducts accurate customer satisfaction research.



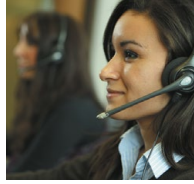
1. APPLY

The company must apply to begin the rating process.



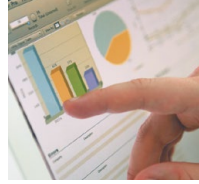
2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

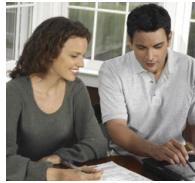
To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid state-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

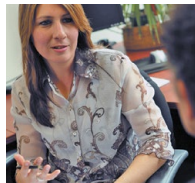
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

2/15/19 was the cutoff date for publishing this directory. Please go to our website to see changes.

Individual Research Reports

Each company, pass or fail, receives a research and rating report with the results of their study. The example pages below show the value of these reports:

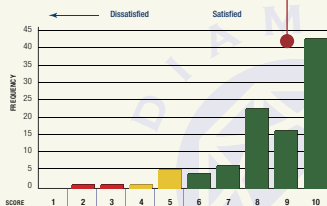
Question 1

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from [Company Name]?”

Diamond Certified® Ongoing Rating and Certification Report

Question 1:

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from Advanced Roofing Services?”



FREQUENCY	0	1	1	1	5	4	6	23	16	43
CUMULATIVE FREQUENCY	0	1	2	3	8	12	18	41	57	100
PERCENT	0.00%	1.00%	1.00%	1.00%	5.00%	4.00%	6.00%	23.00%	16.00%	43.00%
CUMULATIVE PERCENT	0.00%	1.00%	2.00%	3.00%	8.00%	12.00%	18.00%	41.00%	57.00%	100.00%

Statistical results for 100 observation

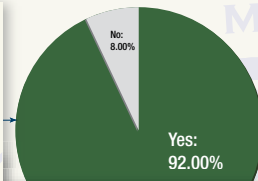
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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Question 2

“If you needed this type of service in the future, would you use [Company Name] again?”

- Question 2:
“If you needed the services of [Company Name] in the future, would you use Advanced Roofing Services again?”



Certification Report

...did [Company Name] provide that expertise?”

Yes: 94.00%

Question 3

“If you needed any Helpful Expertise®, did [Company Name] provide that expertise?”

Question 4

“When you think about [Company Name], what would you like to tell other consumers?”

Question 5

“What did you like best about [Company Name]?”

Question 6

“What do you think [Company Name] could do to improve?”

Only local companies rated Highest in Quality and Helpful Expertise® earn Diamond Certified and appear in this directory. Each company has undergone at least 30 hours of research and passed every rating step in customer satisfaction, insurance coverage, license, business practices, complaint bureau status and credit for contractors as described on the previous page.

CRIMINAL BACKGROUND CHECKS ARE NOT CONDUCTED: The rating steps that we conduct are described on this page. We do not conduct criminal background checks. If this is important to you when choosing your next service provider, do not hesitate to ask the company representative whether the employees who will be working in your home have passed criminal background checks and if any additional measures will be undertaken to protect your family and your property while work is in process. If you have children, you may also want to review the Megan’s Law website. We hope that this information has provided you with an added measure of decision-making power.

Compared to Review Sites

We know review websites can be helpful, but you have to be careful when using them. It's important to understand the key differences between how we conduct research and how review sites collect reviews. While we exclusively conduct telephone surveys from an entire customer base of each rated company, review sites post reviews from any person who chooses to post, which means legitimate, spontaneous reviews are mixed with fake and cherry-picked reviews that come from a company's best customers, family and friends. Due to the accuracy of our ratings, we're able to back your purchases from top rated companies with the Diamond Certified Performance Guarantee, while review sites do not. For these reasons, we naturally encourage consumers to first look to top rated Diamond Certified companies whenever possible.

Diamond Certified Resource (DCR)	Most Review Sites
<p>Real Customers To start each rating, DCR uses a company's actual customer list. Then DCR only performs its surveys by telephone, which allows it to verify that each customer has actually purchased from the company being rated.</p>	<p>Fake Reviews / Multiple Identities Anyone can post an anonymous review, whether they were a customer or not. Roughly 30% of posted reviews are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies, or sabotage good ones.</p>
<p>Random Sample / All Customers DCR receives all customer names and phone numbers or a large, random sample of customers (400) from each rated company. Company owners can't cherry-pick because of such a large base. Thus, dissatisfied and satisfied customers are surveyed in true proportion to their occurrence.</p>	<p>Cherry-Picking Review sites encourage companies to ask people to write reviews. Many times, owners and employees solicit their families, friends and best customers to post 5-star reviews. This cherry-picking produces misleading and biased results.</p>
<p>Statistically Reliable / Rigorous DCR research is statistically reliable because a large, random sample of customers is pulled from each company's customer base. Customers are "interrupted" by phone interviews at home, so there's not a self-selection bias. Ongoing research, complaint and credentials ratings ensure Diamond Certified companies continue to perform well.</p>	<p>Inaccurate Star Scores Each company's "star score" (calculated by averaging scored reviews) isn't an accurate score for customer satisfaction because reviewers aren't derived from a random sample that represents all customers served. Instead, customers and non-customers are solicited to write reviews. As such, the results of the review scoring are not statistically reliable.</p>
<p>Performance Guarantee Should a dispute arise about performance on contract, DCR provides mediation and a money-back guarantee per the terms of the Diamond Certified Performance Guarantee (see page 5).</p>	<p>No Guarantees Most sites don't offer a performance guarantee.</p>

American Ratings Corporation

Who We Are and What We Believe

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

How to Reach Us

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Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



Joy Lanzaro, Director of
Mediation and Compliance



David Pak, Director of
Ratings and Research

Your Performance Guarantee

If you're dissatisfied with the performance of a Diamond Certified company and try unsuccessfully to resolve the issue, we're here to help. Initiate mediation within six months of your purchase. If the company fails to honor its contractual obligations, uphold industry standards or participate in good faith to resolve the issue, we will refund your purchase price up to a limit of \$1,000. See the details below or at www.diamondcertified.org.

AMERICAN RATINGS CORPORATION
DIAMOND CERTIFIED

PERFORMANCE Guarantee

A dispute may arise from an unmet expectation or a simple misunderstanding. Many disagreements are resolved after the parties work with each other using the contract and industry standards for guidance.

If you have tried unsuccessfully to resolve a disagreement please contact us at info@diamondcertified.org or (800) 738-1138. Our mediator will work with you and the Diamond Certified® company to attempt to reach an agreement that both parties can live with.

If the mediation fails to produce a mutually-agreeable solution due to failure of the Diamond Certified company to honor contractual obligations, uphold industry standards, or participate in good faith, we will refund your purchase price up to \$1,000.

TO QUALIFY FOR THIS GUARANTEE, THE CUSTOMER MUST:

1. Have purchased the services of a company that was Diamond Certified at the time of the transaction
2. Have attempted to resolve the issue with the company directly
3. Initiate mediation within six months of your purchase
4. Have no previous or concurrent complaints against the subject company elsewhere
5. Be willing to allow the company to correct the problem

Greg Louie

Greg Louie, Founder & CEO
American Ratings Corporation



Quality • Satisfaction • Trust

WHAT WE CAN'T PROMISE—LIMIT OF LIABILITY

The Diamond Certified® symbol is not a promise of a company's future performance or your actual satisfaction with that company. We endeavor to perform the rating process accurately and without bias according to the description supplied by our organization. Furthermore, we believe that the methodology used to ascertain this rating and award Diamond Certified is a fair representation of the qualifying company's high customer satisfaction level during the period of the rating. Since we rely on multiple sources of information and each company's performance can change over time, we cannot guarantee the accuracy of the information provided herewith. The content and materials provided are provided "As Is" and without warranties of any kind, either expressed or implied. Memberships, awards and affiliations are not independently verified. Under no circumstances, including but not limited to negligence, shall we be liable to you or any other entity for any direct, indirect, incidental, special, or consequential damages. The Diamond Certified symbol does not mean that a certified company will meet every individual's subjective markers for satisfaction. We do back our certification with a Performance Guarantee, which is our sole guarantee provided users of any information related to Diamond Certified.

Read Expert Articles Before You Choose

Visit www.diamondcertified.org to find expertly researched articles about shopping for and buying from local companies across a wide variety of industry categories.

These industry-specific articles detail why it's important to choose a Diamond Certified company that has been independently rated Highest in Quality and Helpful Expertise®.

Become a savvy consumer by accessing helpful articles, tip sheets, videos and blog entries contributed by local Diamond Certified Experts.

Expand your research by viewing related industry brands, agencies, associations and more.

Find more than 20,000 informative articles at www.diamondcertified.org

Get the basic facts about each Diamond Certified company in a particular industry, including contact information, key services and areas served.

This photo gallery showcases Diamond Certified companies' staff, facilities, vehicles and work. As you scroll through the photos, detailed captions give you context and enhance meaning.

Our researched articles help you choose with confidence. Learn what to ask before hiring a local company, get helpful advice on preparing for your job, read answers to Frequently Asked Questions, see a detailed Glossary of Terms and much more.

The screenshot displays a webpage for 'San Mateo County - Auto Body'. At the top, there's a navigation bar with 'Home', 'About Us', 'Services', 'Contact Us', and 'FAQ'. Below that, the main heading is 'San Mateo County - Auto Body'. The article content includes a sub-heading 'Laser-Flat - California Auto Body & Repair & Drivng', a list of services like 'Car Auto Body', and a list of Diamond Certified companies. A photo gallery shows various vehicles and staff members. Below the article, there's a section for 'RELATED ARTICLES AND RESOURCES' with logos for 3M, A, PPG, and others.

Diamond Certified Experts

Find expert advice from Diamond Certified company owners in the back of this directory.

We encourage you to access the Diamond Certified Expert Reports at diamondcertified.org. These valuable articles, tip sheets, videos and blog entries are created for consumers by local experts. The authors know what they're talking about because they own or manage local Diamond Certified companies that have been independently rated Highest in Quality and Helpful Expertise®. Each has contributed their expertise to create these reports for you and other consumers as a way to give back to their community.

Get free access to hundreds of Expert Contributions at www.diamondcertified.org/find-expert-advice

Bylined Articles

Get helpful industry tips and information from each Diamond Certified Expert Contributor.

Videos

Watch useful video tips from each Diamond Certified Expert Contributor.

The screenshot shows the website interface for a Diamond Certified Expert Contributor. At the top, there is a navigation bar with the company name 'Save Energy Company', a navigation menu (RATINGS, ARTICLES, PHOTOS, VIDEO, CAPABILITIES, TIPS, WEBSITE), a phone number (877) 312-1327, and a CONTACT button. Below the navigation, the page title is 'DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN'. The main content is divided into three columns: 1. 'EXPERT CONTRIBUTOR PROFILE' featuring a photo of John Gorman, a bio stating he is a 30-year veteran of the window industry and owner of Save Energy Company, and a section titled 'John Gorman: One Man's Journey' with a 'Read more' link. 2. 'EXPERT ARTICLES' featuring a photo of a window frame, a title 'How to Choose the Right Window Frames', a byline 'by John Gorman of Save Energy Company', and the start of an article about PETALUMA window frames, with a 'Read more' link. 3. 'EXPERT VIDEO TIP' featuring a video player with a play button, a title 'Diamond Certified Experts: H... Window Frames', and a section titled 'Video: Three Window Frame Options' with a 'Complete Video Transcription:' section and a 'Read more' link.

Human Interest

Read a human interest profile on the Diamond Certified Expert Contributor; see their photos; and get to know their background, philosophy, hobbies and interests, and more.

Verbatim Text of Video

Read text versions of the Diamond Certified Expert Video tips.

Dear Savvy Consumer



American Ratings Corporation
Defining Excellence

504 Redwood Blvd., Suite 310, Novato, CA 94947
Telephone (415) 884-2700
Facsimile (415) 884-2784
www.diamondcertified.org

Dear Savvy Consumer,

We've all felt the joy of choosing a good local company and, unfortunately, the pain when we mistakenly choose a bad one. The problem is, every company claims to be good, yet despite these glowing claims some provide inconsistent quality while others are downright unscrupulous.

That's why we're proud to present you with the Diamond Certified solution: a directory of only top rated local companies, each guaranteed. Every profiled company has earned the prestigious Diamond Certified and been rated Highest in Quality and Helpful Expertise® in the country's most accurate rating process of local companies.

You won't be fooled by fake reviews and cherry-picked reviews.

By their own admission, roughly 30% of reviews posted to high-volume review sites are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies. Equally as devastating is the fact that review sites encourage company owners to tell family, friends and selected customers to give them 5 stars. This cherry-picking produces misleading and biased results.

We verify by phone that each surveyed customer is real, not cherry-picked.

When you choose a Diamond Certified company, you'll never be fooled by fake or cherry-picked reviews because we verify only real customers are surveyed from a large, random sample of each company's actual customer base. Company owners can't cherry-pick by telling cohorts to post reviews on our site—we don't allow it. That's why all of the 363,000+ surveys we've conducted are by telephone.

Diamond Certified companies are top rated for quality and guaranteed.

Our rigorous rating and certification process starts with the in-depth pass/fail rating of each company's customer satisfaction, license and insurances. Then we continue to monitor each company and complete ongoing customer satisfaction studies. Finally, we stand behind our work by backing your purchase with the Diamond Certified Performance Guarantee (see page 5).

Ratings are updated daily online. Expert advice is there to help you.

We encourage you to visit www.diamondcertified.org, where you can find updated ratings, see verbatim survey responses on each Diamond Certified company, and read thousands of industry-specific expert articles and tips.

Now you can feel confident about your choices. Keep this valuable directory by your phone, and for the best service, let companies know you selected them from the Diamond Certified Directory.

Sincerely,

Handwritten signature of Greg Louie in blue ink.

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Handwritten signature of Chris Bjorklund in blue ink.

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org

Consumer Group Membership

We invite you
to become a
Diamond Certified®
Preferred Consumer
(always free)

Join your savvy neighbors who use Diamond Certified companies and receive all the following membership advantages:

- 1 A special **MEMBER HOTLINE** phone number that you'll always call for live help, questions or problem resolution.
- 2 A free subscription to the annual and quarterly **DIAMOND CERTIFIED DIRECTORY** for your county, plus your choice of two additional counties and access to free digital downloads of every directory.
- 3 A **DOUBLE DIAMOND CERTIFIED PERFORMANCE GUARANTEE**. Every Preferred Consumer transaction is backed up with a \$2,000 guarantee instead of the standard maximum of \$1,000 under the Diamond Certified Performance Guarantee. To be eligible, you must be a Diamond Certified Preferred Consumer at the time of the transaction.
- 4 Members-only **DIGITAL PUBLICATIONS** and **DOWNLOADS** so you can download the latest edition of the Diamond Certified Directory, read expert advice, watch hundreds of consumer video tips, and more.



Join now by mailing in the attached postcard, signing up online at www.diamondcertified.org or calling us at (800) 480-1978.

OUR PROMISE TO YOU:

Your information is kept completely confidential. We will never sell your name or address to anyone. Diamond Certified Preferred Consumers are members of the Diamond Certified Consumer Group. Questions? Call (800) 480-1978

Frequently Asked Questions

Q: What does a company have to do to earn Diamond Certified®?

A: Each company must undergo a rigorous rating process and earn a customer satisfaction rating of 90 or higher (on a 100 scale). Companies that score Highest in Quality and Helpful Expertise® and pass verifications for insurance coverage, license, business practices, and complaint bureau status earn Diamond Certified. Most companies can't make the grade.

Q: Why do you say your ratings are more accurate than review sites?

A: Unfortunately, many online review sites are plagued with fake and cherry-picked reviews, where anonymous posters pretend to be customers and reviewed companies solicit their favorite customers to post reviews. Conversely, our ratings are based on statistically reliable research that's derived from a large, random sample of each company's verified customer base. We conduct telephone surveys to ensure we survey only real customers of the company being rated, and we require every Diamond Certified company to pass ongoing research and credential ratings in order to maintain their certification.

Q: What if I have a problem with a Diamond Certified company?

A: Contact the senior manager of the company and explain the problem. Use the original service contract for reference. Describe what reasonable measures the company can take to correct the problem. If the issue remains unresolved, please review the terms of the Diamond Certified Performance Guarantee on page 5 and contact us at (800) 738-1138.

Q: Can a company cheat to earn Diamond Certified?

A: It's possible, but unlikely. A company with low customer satisfaction has a problem hiding that fact because most customers don't bother complaining. We survey a large, random sample of past customers, conduct ongoing research and monitor all complaints received. Companies that fail to keep their customers satisfied are disqualified.

Q: Why don't you tell us which companies don't pass your rating and certification?

A: All companies are guaranteed anonymity in the rating process so they're more likely to apply to be rated. To be safe, use a Diamond Certified company.

Q: Who pays for the rating? How does American Ratings Corporation generate money to cover costs?

A: Companies that go through the rating process pay a rating fee and receive a pass or fail research report. Companies that qualify and earn Diamond Certified pay an annual certification fee, allowing us to monitor the Diamond Certified brand, conduct each company's ongoing customer satisfaction research, provide mediation, back you with the Diamond Certified Performance Guarantee, and educate the public.

How to Use This Directory

Business categories are displayed alphabetically. Each top rated Diamond Certified company is presented using the format below:

Business Category Listing
For easy navigation through this directory

WINDOWS

SAVE ENERGY COMPANY

(415) 367-3149

Serving San Francisco, Marin and Sonoma Counties



Business Name and Contact Information

Save Energy Company provides and installs energy-efficient windows and doors for residential clients throughout San Francisco, Marin, and Sonoma Counties. The family-owned and operated company celebrated its 30th anniversary in 2013. It continues to offer the industry's top brands—such as Simonton, Milgard, Marvin and Cascade—and friendly, clean, expert installation crews.



Save Energy Company offers a variety of window and door products at its Petaluma showroom.

WEBSITE
www.SaveEnergyCo.com

EMAIL
JGorman@SaveEnergyCo.com

MANAGER
John Gorman & Pat Gorman, Owners

SERVICES
Window Replacement
Sliding and French Door Replacement
Entry Doors

HOURS
Mon – Thu: 8:30am – 4:30pm
Fri: 8:30am – 4pm

CREDIT CARDS
Discover, MasterCard, Visa
Financing Available

CERTIFICATION/TRAINING
Installation/Masters Residential/Light Commercial Window and Door Installer (AWMA)
Lead Safety for Renovation, Repair & Painting Refresher

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/51

Fact Boxes
Summarizes essential information about the company

Quick Links
Follow these links to see the company's Diamond Certified Company Report and Video Profile

Owners John and Pat Gorman established Save Energy Company in 1983 to provide energy-efficient solutions for their community. Since then, the firm has completed more than 20,000 projects and has been named one of the Top 500 Remodelers in the United States by *Qualified Remodeler* magazine.

"We're also the only company to offer free one-year checkups after window installation upon request," says Mr. Gorman.

Save Energy Company's website offers a free information pack called "How to Maximize Your Construction Investment" that provides information on how to choose a window and door contractor. "It's crucial to understand this information before hiring any window replacement company," says Mr. Gorman.

COMPANY PHILOSOPHY

"We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranty and professional installation workmanship guarantee. We ensure our clients receive products that meet the highest standards. Ultimately, we help our customers select the right window and doors to complement their home."

EXCERPTED SURVEY RESPONSES

"They're reliable, they do spotless work and the product is good quality. We've used them twice and we're about to use them a third time."—Becky C.

Article
A report that includes the owner's background, history, specialties, customer philosophy and selected survey quotes from the customer satisfaction study

Survey Responses
Read what real customers have to say about their experiences with the company

DIAMOND CERTIFIED RATINGS DASHBOARD based on 462 random customer surveys



Helpful Expertise®
Proves the company's status as a helpful local expert

Diamond Certified Dashboard
Each company's rating results are presented

Customer Satisfaction
Demonstrates level of quality experienced

Customer Loyalty
Researches customers' intent to return

Required Credentials
Verified in writing

Find a Diamond Certified Company

- | | |
|---|--|
| 13 Air Duct Cleaning | 68 Kitchen & Bath Showroom |
| 14 Appliance Repair | 69 Landscape Contractor |
| 15 Appliance Showroom | 73 Mattresses |
| 16 Auto Body | 74 Mold Removal & Repair |
| 18 Auto Glass | 75 Mortgage – Broker |
| 20 Auto – Oil Change | 76 Mover |
| 21 Auto Repair | 79 Painting |
| 27 Auto Repair – European Specialist | 83 Paving – Asphalt & Stamping |
| 28 Awnings | 84 Paving Stones |
| 29 Cabinets | 86 Pest Control |
| 30 Carpenter | 88 Pet Boarding |
| 31 Carpet & Upholstery Cleaning | 90 Plumbing |
| 32 Chimney Sweep | 94 Real Estate Sales – Agent |
| 33 Contractor – Custom Home Builder | 96 Real Estate Sales – Broker |
| 35 Contractor – Remodeling & Additions | 97 Roofing |
| 38 Decks & Patios | 101 Sewer Line Contractor |
| 40 Dentist | 102 Shredding |
| 41 Drywall Contractor | 103 Shutters |
| 43 Electrical Contractor | 104 Siding Contractor |
| 46 Electrical Contractor – Commercial | 105 Solar |
| 47 Fences | 106 Storage – Self |
| 49 Furniture – Repair | 107 Swimming Pool & Spa,
Service & Supplies |
| 50 Garage Doors | 108 Tile Contractor |
| 51 Glass | 109 Tree Services |
| 53 Grease Trap Cleaning | 111 Upholstery |
| 54 Gutters | 112 Water Treatment & Service |
| 55 Handyman – Home Repair | 113 Water Wells & Pumps |
| 58 Heating & Air Conditioning | 115 Window Coverings |
| 62 Home Theater & Automation | 117 Window Washing |
| 63 House Cleaning | 118 Windows |
| 65 Insurance – Health & Employee Benefits | |
| 66 Kitchen & Bath Contractor | |

Enviro Heating & Air Conditioning, Inc. installs, repairs, and maintains all types of HVAC equipment for residential and commercial clients in Sonoma, Marin, Napa, and San Francisco Counties. The company also offers a variety of services that are designed to improve indoor air quality (air duct and dryer vent cleaning, third-party HERS-rated duct tests), and it can custom fabricate sheet metal for its customers' convenience.

President Chris Street credits much of Enviro Heating & Air Conditioning's success to its customer-oriented business approach. "Customer service is everything to us," he affirms. "Our number one goal is to take care of our customers and their systems. If we design a system that makes it too hot or cold in a certain room, we want to hear about it so we can make adjustments and ensure they're satisfied with the end results."

Enviro Heating & Air Conditioning's service technicians have a thorough knowledge of HVAC systems and are trained to emphasize customer service in every aspect of their work. "Our employees truly care about our customers and always make sure the services they provide surpass their needs," says Mr. Street. "We don't just hire experts; we hire people who genuinely understand the importance of customer satisfaction."

COMPANY PHILOSOPHY

"We strive to provide every client with an energy-efficient heating and air conditioning system that meets their needs and makes them happy for years to come. By combining excellent workmanship, a high level of integrity and fair pricing, we're able to ensure a positive experience for each customer."

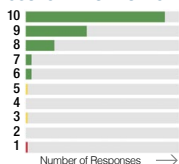
EXCERPTED SURVEY RESPONSES

"I liked their expertise when it came to giving advice on how to size and engineer the installation of the system."—Marc S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **129** random customer surveys since November 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 928565
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ENVIRO HEATING & AIR CONDITIONING, INC.

(707) 809-5969

Serving Sonoma, Marin, Napa and San Francisco Counties



WEBSITE

www.enviroheatnair.com

EMAIL

enviroheating@att.net

MANAGER

Chris & Lori Street, Owners

SERVICES

Air Duct Cleaning
HVAC Repair, Installation & Maintenance
Sheet Metal Fabrication

HOURS

Mon – Fri: 8am – 5pm
24-Hour Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2206

KELLY'S APPLIANCE CENTER

(707) 247-8804

Serving Sonoma and Marin Counties



WEBSITE

www.kellysappliancerepair.com

EMAIL

kellysappliance@gmail.com

MANAGER

Mark Kelly, Owner

SERVICES

Appliance Service & Repair
Appliance Parts

HOURS

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

90-Day Warranty on Parts & Labor

BRANDS

Sub-Zero, Bosch, Thermador, Viking, Décor, Amana, Frigidaire, General Electric, Hotpoint, Jenn-Air, Maytag, Siemens, Whirlpool, InSinkErator

EMPLOYEES

7

CERTIFICATION/TRAINING

EPA Refrigerant Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2461

Kelly's Appliance Center performs major household appliance repairs in Sonoma and Marin Counties. In addition to working on everything from dishwashers and garbage disposals to refrigerators and ovens, the company helps do-it-yourselfers by carrying a wide variety of parts made by industry-leading manufacturers like Sub-Zero, General Electric and Thermador.

Owner Mark Kelly says much of Kelly's Appliance Center's success can be attributed to its customer-oriented approach to every job. "Our goal is to get our clients' appliances up and running as quickly, efficiently and cost-effectively as possible, so everything we do is geared toward accomplishing that goal. By being fair, honest and reliable, we're able to make sure each customer gets exactly what they need."

Kelly's Appliance Center provides live telephone support for clients who want to set up appointments, which Mr. Kelly says is rare in the appliance service industry. "Our customers never get sent to a call database—we're right here to talk to them about their situations. We really enjoy interacting with our clients and helping them get their appliances working again."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we treat them the way we'd want to be treated and do whatever we can to take care of their needs. Providing personal customer service is our number one priority, and we take great pride in ensuring the satisfaction of every client."

EXCERPTED SURVEY RESPONSES

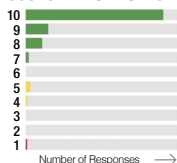
"The man was very honest and he helped me get everything fixed. He fixed three things in the same day."—Kurt H.

"They were very straightforward, honest and helpful. They solved my problem."—Ann T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since September 2017

CUSTOMER SATISFACTION

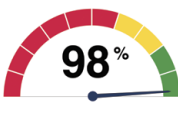


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. A45190
- ✓ Current Complaint File
- ✓ Business Practices

Asien's Appliance has been proudly serving Sonoma County and beyond for 71 years. The company provides a wide variety of appliance services, including sales, delivery/installation, in-home service and repair, extended warranties, and financing. Asien's Appliance takes pride in offering each customer a highly experienced staff, low prices and personalized service, whether they're replacing old appliances, adding new appliances or creating a backyard oasis with quality outdoor kitchen products.

Asien's Appliance has been serving North Bay customers since 1948, when John "Frenchy" Asien first opened its doors. Current owner Chris Wilhelmsen is a longtime Sonoma County resident. Mr. Wilhelmsen joined the company after merging his company, Appliance Solutions, with Asien's in 2004.

Mr. Wilhelmsen says Asien's Appliance's main focus is delivering personal sales and exceptional service to every customer at a competitive price. "We understand that today is all about the shopping experience. Creating a comfortable, stress-free environment where customers get one-on-one assistance is what sets us apart from the big-box stores."

COMPANY PHILOSOPHY

"Our goal is to exceed our customers' expectations, so we offer something that's hard to resist: help! We're able to take care of any problems with our in-house service department, which saves our customers the hassle of finding appliance repair shops. Our staff of knowledgeable salespeople, fully trained technicians, organized schedulers and skilled installers guarantees our clients will get the appliances that meet their needs."

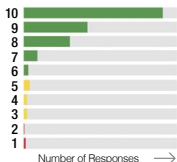
EXCERPTED SURVEY RESPONSES

"They respond to your calls and are accommodating on delivery times."—Trish M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **434** random customer surveys since June 2002

CUSTOMER SATISFACTION



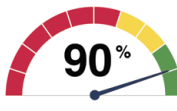
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 37700
- ✓ Current Complaint File
- ✓ Business Practices

ASIEN'S APPLIANCE, INC.

(707) 546-3749

1801 Piner Road
Santa Rosa, CA 95403

ASIEN'S APPLIANCE

WEBSITE

www.asiensappliance.com

EMAIL

chris@asiensappliance.com

MANAGER

Sales: Todd Till

Service: Vernon Weerts

SERVICES

Appliances	Installation
Sales	Service

HOURS

Mon – Fri:	8:30am – 5:30pm
Sat:	9am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

BRANDS

Aga, Amana, Asko, Beko, Big Green Egg, Blue Star, DCS, Fisher & Paykel, Fulgor, GE Cafe, General Electric, Green Mountain Grill, Monogram, Hotpoint, Jennair, Kitchen Aid, Liebherr, Lynx, Marvel, Maytag, Miele, Modern Air, Perlick, Samsung, Scotsman, Speed Queen, Sub-Zero, Vent-A-Hood, Viking, Whirlpool, Wolf, Zephyr

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/87

**CARRERAS
AUTO BODY**

(707) 247-8872

**36-B Mill Street
Healdsburg, CA 95448**

Serving All of Sonoma County



WEBSITE

www.carrererasautobody.com

EMAIL

carrererasab@aol.com

MANAGER

Dan and Joe Vassallo, Owners

SERVICES

- Free Loaner Cars
- Frame Repairs
- Free Pick-Up & Delivery
- Mobile Estimating
- Paintless Dent Repair
- Suspension & Airbag System Repairs
- Senior & Military Discounts
- Towing
- Painting
- Welding

HOURS

Mon – Fri: 7:30am – 5:30pm
Other: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Lifetime Guarantee on Workmanship

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/114

Carrereras Auto Body rebuilds and restores all types of damaged vehicles at its Healdsburg facility. The family-owned and operated company handles every aspect of auto body repair, including painting, glass replacement, detailing and welding, and its technicians have formal training in frame straightening, paintless dent repair, color matching, electronic and airbag systems, and more.

Owners Dan and Joe Vassallo have more than 30 years of experience in the auto body industry. The Vassallo brothers worked for Carreras Auto Body for 15 years before taking over operations in 1998, and they say they're proud to continue the shop's long-standing reputation for delivering excellent repairs and customer service to its community. "Everyone who works here is local," says Dan Vassallo. "We have deep roots in Sonoma County."

Carreras Auto Body utilizes a variety of state-of-the-art equipment to return customers' cars to their pre-accident conditions, including two laser frame measuring systems and a high-tech spray booth for precise painting. The company also offers complimentary late-model loaner cars and can arrange for pick-ups and deliveries.

COMPANY PHILOSOPHY

"We're devoted to providing top-of-the-line customer service and workmanship for each of our customers. False promises aren't part of our business model—we always take care of our customers and let them know their automotive investments are in good hands. We strive to return our clients to the road as quickly and safely as possible, and we guarantee our work for as long as they own their vehicles."

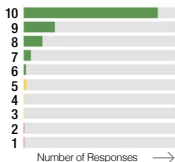
EXCERPTED SURVEY RESPONSES

"The quality of service was excellent. I liked the expertise of the people who worked there and felt very comfortable working with them."—Ed C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **445** random customer surveys since June 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 220356
- ✓ Current Complaint File
- ✓ Business Practices

Western Auto Body, Inc. provides a full range of collision repair services for all types of automobiles at its Sebastopol facility. The company utilizes a computerized paint matching system and other state-of-the-art equipment to return customers' cars to their pre-accident conditions, and its technicians undergo constant training to stay updated on industry-best products and practices. Western Auto Body also arranges for towing and rental cars and works with all insurance companies.

Owner Mike Ludeman started working in the auto body industry more than 30 years ago. Mr. Ludeman says he's extremely proud of Western Auto Body's community reputation and strong clientele base, which it's been building since it first opened in 1980. "Every customer is important to us, so it's very rewarding to know they understand how much we care about their happiness and the well-being of their cars."

COMPANY PHILOSOPHY

"We do whatever it takes to keep our customers satisfied. Fixing a post-accident car can be stressful, so we make sure to always keep them involved in the process and updated on our progress. We also stress the importance of communication—if a vehicle is going to be at our shop for longer than expected, we'll let the customer know three days in advance."

EXCERPTED SURVEY RESPONSES

"The service was great. They were very reassuring and responsive. They offered personalized, quick, efficient service of the highest quality."—Judith B.

"They seem to have a lot of flexibility in what they can do. They could handle the job better and cheaper than their competitors. They were very cooperative in working with us and they had a great attitude."—Ed P.

WESTERN AUTO BODY, INC.

(707) 408-2905

5800 Guerneville Road
Sebastopol, CA 95472

Serving Sonoma County



WEBSITE

www.westernautobody.com

EMAIL

info@westernautobody.com

MANAGER

Mike Ludeman, Owner

SERVICES

Auto Body Repair & Refinishing

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Satisfaction Guaranteed
Manufacturers' Warranties on Paint

BRANDS

3M, Axalta, Spies Hecker

EMPLOYEES

12

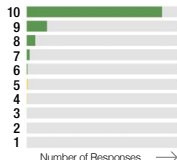
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/G30



DIAMOND CERTIFIED RATINGS DASHBOARD based on 476 random customer surveys since February 2005

CUSTOMER SATISFACTION



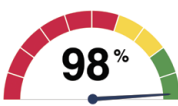
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 227345
- ✓ Current Complaint File
- ✓ Business Practices

RELIABLE GLASS

(707) 877-6978

**5625 State Farm Drive, Ste 1
Rohnert Park, CA 94928**

**Serving Sonoma
and Napa Counties**



Mike Andrews, President

MANAGER

Mike Andrews, President

SERVICES

Glass Repair and Replacement for All Types of Vehicles, Including Boats, Motor Homes, Buses, Commercial Trucks, Heavy Equipment and Vintage Vehicles

HOURS

Mon – Fri: 8am – 5pm
Sat: 9am – 12pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/537

Reliable Glass provides auto glass repair and replacement for all makes, models, and types of vehicles. The company’s services include (but are not limited to) simple rock chip repairs, windows that won’t roll up properly, broken mirrors, finding and fixing leaks, and replacing broken glass. Its technicians have experience working on old and new cars, trucks, vans, and even buses and excavators.

President Mike Andrews has been in the auto glass industry for more than three decades, and he believes the success of Reliable Glass is directly related to its highly trained technicians, all of whom have more than 10 years of experience in the automotive glass industry and have been with the company for at least five years. Mike also believes Reliable Glass’ large and loyal customer base has helped make it successful. “A lot of our work is for individual customers, many of whom are repeat customers. We also provide all glass work for most of the local auto dealerships and body shops. If a customer calls the service department at their local dealership and asks who they use, most of them will say Reliable.”

Reliable Glass is proud of the reputation it has gained in its community for providing high-quality work backed by a “no excuses” desire to make sure every customer is completely satisfied. “Whether customers bring their cars to our Rohnert Park shop or need mobile service at their homes or offices, we provide the same reliable service geared toward customer satisfaction,” says Mike.

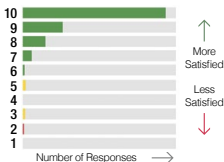
COMPANY PHILOSOPHY

“Our priority has always been customer satisfaction. From our guaranteed price quotes to our workmanship to our honest business practices, we strive to make sure all our customers are completely satisfied. We provide competitive pricing, direct insurance billing and a lifetime warranty on workmanship, but when our customers are happy, that’s when we know we’ve done our job.”



DIAMOND CERTIFIED RATINGS DASHBOARD based on **374** random customer surveys since November 2004

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 224619
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Advanced Auto Glass & Detail provides a variety of services at its Santa Rosa facility, including auto glass replacement, windshield repair, window tinting, and complete interior and exterior auto detailing for cars, trucks, vans, RVs, boats, trailers, and show cars. For the convenience of its local customers, the company also offers full-service mobile auto glass replacement.

Owners Austin and Tiffany Jacobs established Advanced Auto Glass & Detail in 2001, but Austin has been a glass specialist for more than 25 years. "Austin is a real go-getter," says Mrs. Jacobs. "He's highly motivated and a hard worker." The company's technicians share Mr. Jacobs' work ethic—they're all certified by Sika, a leading supplier of specialty chemical products and industrial materials, and utilize their extensive training to provide same-day service for most vehicles.

Advanced Auto Glass & Detail is a favorite referral source for many Sonoma County auto dealerships. "We've been working with dealerships for so long and built such good relationships with them that they're confident referring us to their customers," says Mrs. Jacobs. "They know we do a good job and always back up our work."

COMPANY PHILOSOPHY

"We believe in always providing excellent customer service. We're price-competitive and try to match or beat prices to give our customers the best deals. We'll even do direct insurance billing to make the process as easy as possible, and on top of that, we back all our workmanship with a lifetime warranty."

EXCERPTED SURVEY RESPONSES

"They got me in the day I called. It was a very prompt service and they were very professional. They cleaned out the glass and vacuumed the car for me. They did a good job and they did it on time. They also have a reasonable rate. They were great."—Jody V.

ADVANCED AUTO GLASS & DETAIL

(707) 276-6945

2460 Santa Rosa Avenue
Santa Rosa, CA 95407



Tiffany and Austin Jacobs are owners of Advanced Auto Glass & Detail.

WEBSITE

www.advancedautogroup.com

EMAIL

advancedautogroup@gmail.com

MANAGER

Austin and Tiffany Jacobs, Owners

SERVICES

- Auto Glass Replacement
- Windshield Repair
- Window Tinting
- Auto Detailing

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 4pm
Sun: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

10

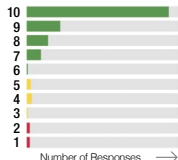
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1723



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since February 2011

CUSTOMER SATISFACTION



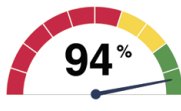
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 219189
- ✓ Current Complaint File
- ✓ Business Practices

OIL STOP LLC

(707) 207-6498

1004 Lakeville Street
Petaluma, CA 94952

(707) 232-4366

601 East Washington Street
Petaluma, CA 94952

(707) 240-5244

6111 Redwood Drive
Rohnert Park, CA 94928

(707) 243-8438

5070 Redwood Drive
Rohnert Park, CA 94928

(707) 247-5070

2190 Cleveland Avenue
Santa Rosa, CA 95401

(707) 247-5619

1375 Santa Rosa Avenue
Santa Rosa, CA 95401

WEBSITE

www.oilstopinc.com

EMAIL

gary@oilstopinc.com

MANAGER

Larry Dahl, President
Gary Woo, Manager, Marketing
& Franchising

SERVICES

Oil Changes
Air Filter Changes
Windshield Wiper Blade Replacement
Cooling System Fluid Replacement
and More

HOURS

Mon – Sat: 8am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2501

Oil Stop LLC performs oil changes at 25 locations throughout California, Oregon, New Mexico and Arizona. In addition to its trademark 33-point oil change service, the company replaces cooling system fluid, cabin air filters, radiator caps, wiper blades, automatic transmission fluid and more.

Manager, Marketing & Franchising Gary Woo credits Oil Stop LLC's success to its company-wide focus on trustworthiness and integrity. "Our business model is based on earning trust, and the only way to accomplish that is to always do the right thing for our guests," he explains. "Our goal is to provide them with the best service experience they've ever had."

Oil Stop LLC keeps its guests informed so they have a better understanding of the fluid and filter replacements they may need in the future. "We know cars are big investments, so we're always honest with our customers and give them information that helps them make the right choices for their vehicles," says Mr. Woo. "Everyone who works here understands the importance of providing the best possible value."

COMPANY PHILOSOPHY

"Our mission statement is, 'We will serve people with excellence, humbly, with a servant's heart,' and that perfectly describes who we are. Service is at the core of everything we do—we get a lot of satisfaction from helping people. Our goal isn't to be the cheapest oil change; it's to be the fastest and the best."

EXCERPTED SURVEY RESPONSES

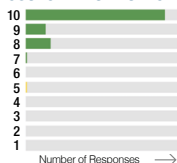
"[They provide] awesome service. The people are very professional, polite and kind. They know what they're doing."—Nati A.

"This is the only place I go. I like the customer service and the great attitudes."—Westly S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 150 random customer surveys since August 2018

CUSTOMER SATISFACTION



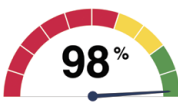
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- Unlicensed
(Not licensed to perform automotive diagnostics and repairs.)
- ✓ Current Complaint File
- ✓ Business Practices

Acurit Auto Repair services and repairs all types of automobiles, vans, and pick-ups at its Rohnert Park facility. Established in 1980, the AAA-approved company specializes in Japanese, domestic and hybrid vehicles, and it handles everything from engine overhauls and timing belt replacements to basic services and tune-ups.

Owner William Trbovich is a 53-year veteran of the auto repair business and is factory-trained by companies such as Honda, Acura, Nissan, and Mitsubishi. His 20 years of Honda factory experience and training have earned him several customer satisfaction and training awards from American Honda.

Acurit Auto Repair’s mechanics are ASE Certified and factory-trained to offer services that are specific to customers’ vehicles. They practice preventative maintenance to save customers money and trouble, says Mr. Trbovich, and they work to enhance the value of every vehicle that comes through the company’s doors. Acurit Auto Repair has received the “Best in Rohnert Park Auto Repair” award from the U.S. Local Business Associates 20 years in a row.

COMPANY PHILOSOPHY

“We concentrate on satisfying our customers, and we always aim to exceed their expectations of service, quality, and value. It’s our goal to give them the highest quality, most honest and reliable auto repair services possible. Our customers are our best form of advertising. We abide by a simple motto: Nobody cares how much you know until they know how much you care.”

EXCERPTED SURVEY RESPONSES

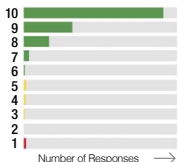
“They’re straightforward and honest about what needs to be done.”—Chaim B.

“They are honest and friendly and they don’t make me feel dumb.”—Eva N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **477** random customer surveys since April 2003

CUSTOMER SATISFACTION

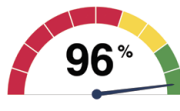


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 190013
- ✓ Current Complaint File
- ✓ Business Practices

WEBSITE

www.acuritaautorepair.com

EMAIL

will@acuritaautorepair.com

MANAGER

William Trbovich, Owner

SERVICES

- Overhauls, Repairs
- Preventative Maintenance
- Tune-Ups

HOURS

Mon – Fri: 7:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2 Years/24K Miles Parts and Labor

BRANDS

Acura	Honda	Infiniti
Lexus	Nissan	Toyota
Hyundai	Kia	
Hybrids	Domestic	

CERTIFICATION/TRAINING

- ASE Certified Blue Seal Shop
- AAA Approved Auto Repair Shop

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/250

AUTOMOTIVE EXCELLENCE

(707) 247-8843

35 Executive Avenue, Suite 3
Rohnert Park, CA 94928

Serving Sonoma, Napa
and Marin Counties



WEBSITE

www.yourautoexcellence.com

EMAIL

service@yourautoexcellence.com

MANAGER

Mike Pogojeff, President/CEO

SERVICES

Hybrid Service
Electrical Diagnosis
Engine & Transmission Repair
Brakes, Tires & Wheel Alignments
Factory Maintenance Service
Air Conditioning & Much More

HOURS

Tue – Fri: 8am – 5pm
Sat: 8am – 2pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

24-Month/24K-Mile Warranty on Labor
Manufacturers' Warranties on Parts

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1905

Automotive Excellence is a family-owned and operated business that has been servicing and repairing vehicles for Sonoma, Napa, and Marin County drivers since 1988. The company handles everything from oil and filter changes to major repairs. Each customer's vehicle is serviced and repaired by a professional who has specific knowledge of their make and model. "We tell our customers, 'Don't trust your vehicle to just anyone,'" says President/CEO Mike Pogojeff. "Our staff is trained and ready to take care of all our customers' service and repair needs."

Mr. Pogojeff says he's extremely proud of Automotive Excellence's status as Sonoma County's only full-service, independent specialist shop for Honda, Acura, Toyota and Lexus vehicles. "Modern cars have evolved in a lot of different directions, so we make sure we have special training, testing equipment and tools for every brand we service."

Automotive Excellence is committed to providing excellent customer service throughout every aspect of its work. "It's all about the way our customers feel when they walk out the door," explains Mr. Pogojeff. "Our goal is to help our customers throughout the entire auto repair process, and we achieve that through open lines of communication and education."

COMPANY PHILOSOPHY

"We believe each customer should have more power in the decision-making process than they're often given. It's their car and their money, so it should be their decision. As service advisers, our job is to advise our customers and help them make the best decisions for their vehicles. *We take the scare out of auto repair.*"

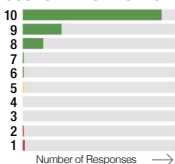
EXCERPTED SURVEY RESPONSES

"They are very reliable, honest, and they come to the rescue of their customers."—Mandy B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since July 2012

CUSTOMER SATISFACTION

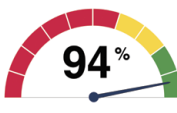


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 136736
- ✓ Current Complaint File
- ✓ Business Practices

Empire Auto Repair & Smog provides a wide range of repair services for all types of cars at its Santa Rosa facility. In addition to working on regular vehicle components like engines, transmissions and brakes, the company has the training and equipment to perform smog tests and repairs, offer comprehensive diagnostic services, conduct pre-purchase inspections on new vehicles, and more.

Owner David Proffer credits much of Empire Auto Repair & Smog's success to his steadfast dedication to customer satisfaction. "I'm an expert at repairing cars and I love doing it, but what I enjoy most is making my customers happy with the results of my work," he says. "I also realize that auto repairs can be extremely expensive, so I'm very mindful about keeping my prices fair."

Empire Auto Repair & Smog supplements its mechanical services by handling electrical work such as battery replacements and power window repairs. "I also offer 30-, 60- and 90-day factory maintenance appointments that include everything from tire rotations to engine flushes," adds Mr. Proffer. "This truly is a full-service shop, and my customers really appreciate that."

COMPANY PHILOSOPHY

"My customers are very important to me, so I focus on providing quality work at a fair price and fixing their problems correctly the first time. Ultimately, this enables me to keep my customers happy and ensure their vehicles are running as efficiently as possible."

EXCERPTED SURVEY RESPONSES

"The customer service is great. If you have any questions or problems, he'll fix it on the spot. It's a very professionally run business."—Jeff O.

"The quality of the work and the value are beyond compare. Dave is very honest and he has high integrity."—Aiden C.

EMPIRE AUTO REPAIR & SMOG

(707) 247-8874

4325 Montgomery Drive
Santa Rosa, CA 95405



Dave Proffer is owner of Empire Auto Repair & Smog.

WEBSITE

www.empiresportwestca.com

EMAIL

fasterbrddp@gmail.com

MANAGER

Dave Proffer, Owner

SERVICES

- Auto Repair
- Pre-Purchase Inspections
- Brake Work
- Smog Inspections & Repairs

HOURS

Mon – Fri: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Month Warranty on Parts & Labor

CERTIFICATION/TRAINING

ASE Advanced Level Specialist
ASE Certified Technician

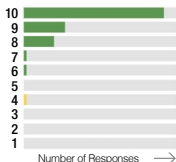
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2138



DIAMOND CERTIFIED RATINGS DASHBOARD based on **80** random customer surveys since March 2014

CUSTOMER SATISFACTION



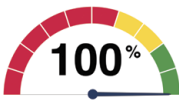
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 249915
- ✓ Current Complaint File
- ✓ Business Practices

WAYNE & SON'S AUTOMOTIVE REPAIR, INC.

(707) 276-6975

1845 Piner Road
Santa Rosa, CA 95403



WEBSITE

www.waynensons.com

EMAIL

wayne@waynensons.com

MANAGER

Wayne Pentecost, Owner

SERVICES

Domestic & Foreign Auto Repairs
Used & Pre-Purchase Vehicle
Inspections
RV Repairs

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Nationwide 2-Year/24,000-Mile
Warranty on Parts & Labor
Free Roadside Service for 1 Year
With Every Repair

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2179

Wayne & Son's Automotive Repair, Inc. provides a complete range of repair services for all types of domestic and foreign vehicles at its Santa Rosa facility. The family-owned and operated company has the training and equipment to handle everything from routine oil changes and tire rotations to comprehensive engine and transmission work, and it's also qualified to repair RVs, perform used and pre-purchase vehicle inspections, and more.

Owner Wayne Pentecost attributes much of Wayne & Son's Automotive Repair's success to its honest, customer-oriented approach to the auto repair process. "Our customers trust us because they know that if something goes wrong, we'll be there to take care of it," he says. "We want to be known as an honest, reputable and fair auto shop, and everything we do is based around maintaining that reputation."

Wayne & Son's Automotive Repair's technicians are trained to utilize the auto repair industry's latest technology, including state-of-the-art diagnostic equipment that allows them to quickly uncover problems and begin working on solutions. "By combining cutting-edge technology with real-world experience, we're able to get our customers' cars back on the road as quickly as possible, which saves them valuable time and money," affirms Mr. Pentecost.

COMPANY PHILOSOPHY

"Our customers are our number one priority, so we provide them with consistently superior service and make sure they have everything they need. We want to build lasting relationships with them so they're our customers for life, and we accomplish that by providing trustworthy, fast, reliable, high-quality work at the right price."

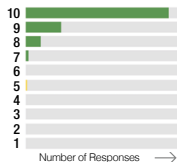
EXCERPTED SURVEY RESPONSES

"If you want honest, quality and friendly service, then you should go there. You can't find a better place."—Bill A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **145** random customer surveys since June 2014

CUSTOMER SATISFACTION



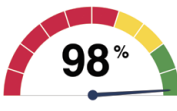
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 287981
- ✓ Current Complaint File
- ✓ Business Practices

Gabe's Auto Care Center repairs and maintains all types of domestic and foreign vehicles at its Sonoma facility. In addition to handling everything from routine oil changes and tune-ups to comprehensive engine and transmission work, the family-owned and operated company has the in-house capabilities to detail customers' vehicles, restore classic cars, and more.

Owner Gabriel Manzo says Gabe's Auto Care Center's ability to act as a "one-stop shop" for a wide range of automotive needs has been a crucial aspect of its success. "We can handle all kinds of work that other shops aren't qualified to handle, and our customers appreciate that because they don't have to go to multiple places. They know we have what it takes to fulfill their needs, and that's what keeps them coming back."

Gabe's Auto Care Center takes a meticulous approach to quality control to ensure every car that leaves its shop is in optimal condition. "Once a job is complete, we do a detailed check and road test to make sure everything was done properly," explains Mr. Manzo. The company also offers complimentary shuttle rides to anywhere in the local area, and the state-of-the-art Sonoma Valley Regional Library is located next door for its customers' convenience.

COMPANY PHILOSOPHY

"We understand that our customers rely on their vehicles, so we focus on getting them back on the road as quickly as possible. We want every customer to have a positive experience that makes them want to return and refer us to others, and the best way to accomplish that is to fix their problems correctly the first time."

EXCERPTED SURVEY RESPONSES

"[They provide] excellent service, they know what to do when something is wrong with my car and they can figure out the problem."—Matthew C.

GABE'S AUTO CARE CENTER

(707) 278-8226

801 West Napa Street
Sonoma, CA 95476

Serving Sonoma County



Gabriel Manzo, Owner

WEBSITE

gabesautorepairsonoma.com

EMAIL

gabesautocare@comcast.net

MANAGER

Gabriel Manzo, Owner

SERVICES

- Auto Repair & Maintenance
- Oil Changes
- Engines & Transmissions
- Tune-Ups
- Tires
- Wheels & Alignments
- Auto Detailing
- Classic Car Restoration

HOURS

Mon – Fri: 8:30am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Month/12,000-Mile Warranty on Repairs

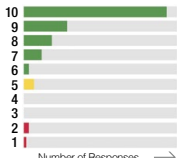
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2422



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since January 2017

CUSTOMER SATISFACTION



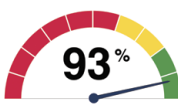
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 269055
- ✓ Current Complaint File
- ✓ Business Practices

METRIC MOTORS

(707) 206-7356

19676 8th St E, #101
Sonoma, CA 95476

Serving Sonoma County



WEBSITE

www.metricmotorsauto.com

EMAIL

Info@MetricMotorsAuto.com

MANAGER

Bo and Elizabeth Posey, Owners

SERVICES

Auto Repair & Maintenance
Engine & Transmission Repairs
Electrical Repairs & Modifications
Diagnostics
Pre-Purchase Inspections
Suspension & Steering Service
Tires & Brakes

HOURS

Mon – Fri: 8:30am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Month/12,000-Mile Warranty on
Parts & Labor

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2508

Metric Motors provides a wide range of repair and maintenance services for all types of vehicles (with an emphasis on European and Asian models) at its Sonoma facility. The company has the training and equipment to handle everything from factory-recommended maintenance work to comprehensive engine and transmission repairs, and it also offers free towing within 10 miles of its shop for its customers' convenience.

President Bo Posey says much of Metric Motors' success can be attributed to its honest approach to the auto repair process. "We don't try to sell our customers things they don't need—once we determine what's going on with their cars, we tell them what repairs they need immediately and what can wait. They really appreciate that type of honesty."

Metric Motors concentrates on quality control in every aspect of its work, which Mr. Posey says is important for maintaining high levels of customer satisfaction. "Everything is based on reputation in this industry—if we overcharge people or send out vehicles prematurely, word will get around, so we're very focused on quality control. Whether we're overseeing each other's work or test-driving cars before they leave, we're dedicated to achieving the best possible results."

COMPANY PHILOSOPHY

"We treat every car like it was our own, which means we take the time to ensure each phase of our work is done correctly. It gives us a real sense of accomplishment to know we've made a vehicle more reliable than when it arrived at our shop."

EXCERPTED SURVEY RESPONSES

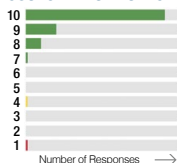
"They are reliable, nice people. They have great customer service."—Ellen B.

"They were able to get me in pretty quickly and they did a thorough service."—Mike W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since November 2018

CUSTOMER SATISFACTION



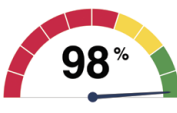
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 286708
- ✓ Current Complaint File
- ✓ Business Practices

European Sales & Service is a full-service, independently owned repair shop in Santa Rosa that works exclusively on Mercedes-Benz vehicles. The company offers complete service, maintenance and repair, including “check engine” light diagnostics, transmission and air conditioning repair, Service A and Service B maintenance services, major engine overhauls, tune-ups, and more. Its technicians are factory-trained and proficient with all years and models of Mercedes-Benz vehicles.

Owner Richard Cordes has more than 40 years of industry experience, all but one year of which were spent servicing Mercedes-Benz. Richard worked for two Mercedes-Benz dealerships for 12 years before establishing European Sales & Service, and he says his centralized focus on one specific type of automobile makes a big difference to customers who expect and demand expertise for their cars. “Mercedes-Benz vehicles have long been known for their safety, luxury and precision engineering. They require specialized care from qualified professionals, and that’s exactly what we provide.”

COMPANY PHILOSOPHY

“We emphasize quality above all, and we work very hard to please our customers. Our qualified, conscientious technicians are proud to provide excellent workmanship and superior customer service for every client. We know that successfully servicing Mercedes-Benz vehicles requires the latest equipment, so we’re committed to staying updated on industry advancements and maintaining our hard-earned reputation for performing high-quality repairs.”

EXCERPTED SURVEY RESPONSES

“I’ve used them a couple of times now and I love their work. They provide quality service and they are very accommodating.”
 –Patricia P.

AUTO REPAIR – EUROPEAN SPECIALIST

EUROPEAN SALES & SERVICE

(707) 341-6927

**920 Petaluma Hill Road
 Santa Rosa, CA 95404**

Serving Sonoma County



WEBSITE

europesales.com

EMAIL

service@europesales.com

MANAGER

Richard Cordes, Owner

SERVICES

Mercedes-Benz Service, Repair & Maintenance

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

12-Month/12K-Mile Warranty on Parts
 1-Year Warranty on Workmanship

BRANDS

Bosch, Lemforder, Mercedes-Benz Genuine Parts, Sachs

EMPLOYEES

4

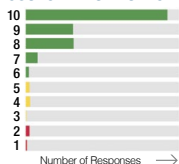
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/222



DIAMOND CERTIFIED RATINGS DASHBOARD based on **427** random customer surveys since January 2003

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

Number of Responses →

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 145194
- ✓ Current Complaint File
- ✓ Business Practices

AWNCO RETRACTABLES

(707) 655-4871

Serving Sonoma,
Marin, San Francisco
and San Mateo Counties



An award-winning retractable awning on this Ross home in Marin County

WEBSITE

www.awnco.com

EMAIL

info@awnco.com

MANAGER

Leila Jacobsen, Owner

SERVICES

Fixed & Motorized Retractable Awnings, Infinity Canopies, Vertical & Horizontal Shades, Exterior Window Shades, Motorized Patio Enclosures

HOURS

Mon – Sat: 9am – 5pm

GUARANTEES

10-Year Warranty on Fabric
1-Year Warranty on Installations
15-Year Warranty on Awnings
10-Year Warranty on Window Screens

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2087

Awnco Retractable provides and installs a wide variety of awnings, screens, horizontal canopies, and exterior window and patio shades for residential and commercial clients. The company specializes in state-of-the-art motorized and retractable products and hardware from many industry-leading manufacturers, including Eastern Awning, Infinity Canopy and Trivantage.

Owner Leila Jacobsen, who oversees every project, says Awnco Retractable's dedication to quality in every aspect of its work has been key to its success. "We always pay attention to details, from recommending the best product for the project to ensuring a timely, first quality installation. At the end of the day, we want our customers to know we've done everything in our power to make them happy and do a job we can be proud of."

Awnco Retractable also offers free onsite design consultations and estimates to help customers select the products, colors, and fabrics that complement their architecture and meet their needs. "Our full-service approach enables us to guarantee quality results," says Ms. Jacobsen.

COMPANY PHILOSOPHY

"Our goal is simple: provide high-quality awning and shade products and make sure our customers are completely satisfied with the work they receive. We design every product with architecture in mind to enhance the beauty and comfort of the customer's home."

EXCERPTED SURVEY RESPONSES

"The person who came out was very personable and accommodating. I felt it was easy to work with her."—Travis T.

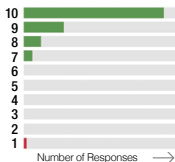
"They are on time and reliable, and they bend over backward for everybody."—Julie W.

"I've never had a more positive experience with anyone. I loved all of it."—T.N.L.B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **73** random customer surveys since November 2013

CUSTOMER SATISFACTION



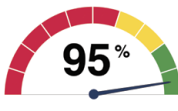
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 886214
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Cabinets 101 sells a wide variety of kitchen and bathroom cabinets at its Rohnert Park facility. In addition to its comprehensive selection of wood cabinets, the company carries granite and pre-formed, man-made quartz countertops along with stainless steel kitchen sinks, Apron-style sinks, and porcelain-china sinks for customers who are taking on remodeling projects. The company is also happy to provide free estimates for those who bring in their project measurements.

Owner Stan Wahl says his customer-oriented approach to cabinetry sales has been a crucial aspect of Cabinets 101's success. "I give my clients the support they need to finish their remodeling projects, and they really appreciate that. By providing them with great products at fair and competitive prices, I'm able to ensure their long-term satisfaction."

Cabinets 101 clearly communicates with its customers to determine which cabinets will work best for their particular situations, which Mr. Wahl says is important for achieving positive results. "When a customer comes in looking for a certain product, I talk with them about the details and help them make an informed decision. I want to have good relationships with my customers from start to finish, and communication is an essential part of that."

COMPANY PHILOSOPHY

"My goal is to run a business that has repeat clients, and the best way to accomplish that is to provide excellent service that leaves people completely satisfied. Customer service is very important to me, so I always strive to exceed my clients' expectations and make sure they have great experiences."

EXCERPTED SURVEY RESPONSES

"Stan was terrific. He went out of his way to help. I would recommend him, and the customer service was an 'A+.'"—Vicki M.

CABINETS 101

(707) 927-1024

5665 Redwood Drive, Suite C
Rohnert Park, CA 94928

Serving Sonoma, Marin
and Lake Counties



Stan Wahl, Owner

WEBSITE

www.cabinets101.net

EMAIL

stan@cabinets101.net

MANAGER

Stan Wahl, Owner

SERVICES

Kitchen & Bathroom Cabinetry Sales
Design Consultation
Granite Countertops
Stainless Steel Sinks
Quartz Countertops

HOURS

Mon – Fri: 9am – 6pm
Sat: 9am – 4pm
Other Times by Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

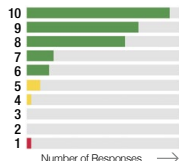
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2431



DIAMOND CERTIFIED RATINGS DASHBOARD based on **95** random customer surveys since February 2017

CUSTOMER SATISFACTION



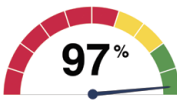
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

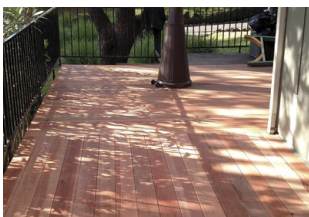
COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

TLC CONSTRUCTION SERVICES

(707) 874-8959

Serving Sonoma and Marin Counties



TLC Construction Services rebuilt this deck that had been damaged by dry rot.

EMAIL

tlcgc@comcast.net

MANAGER

Tony Lazaro, Owner

SERVICES

- Home Repair Services
- Kitchen & Bathroom Remodeling
- Painting
- Plumbing & Electrical Work
- Decks & Fences

HOURS

Mon – Fri: 7am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2225

TLC Construction Services provides a wide range of handyman, home repair, and construction services for residential clients in Sonoma and Marin Counties. The company has the training and equipment to handle everything from small renovation projects to complete kitchen and bathroom remodels, and it's also qualified to work on decks, fences, plumbing and electrical systems, and more.

Owner Tony Lazaro credits much of TLC Construction Services' success to its transparent, customer-oriented approach to handyman services and remodeling work. "We communicate clearly with our clients throughout every step of their projects, which makes them more comfortable with the process," he says. "Ultimately, our goal is to provide high-quality results that make each customer want to come back and recommend us to their friends and family."

TLC Construction Services provides every job with the hands-on expertise of Mr. Lazaro himself, which he says is important for ensuring high levels of quality. "I really enjoy the creative aspects of building and remodeling, and I bring that passion to each project. Our clients really appreciate having me onsite as well, because they can get immediate answers to their questions and feel confident that the work is going according to plan."

COMPANY PHILOSOPHY

"Our clients are very important to us, so we always follow through with what we say we're going to do and make sure they're completely satisfied with the results of our work. We adhere to the highest levels of quality in everything we do."

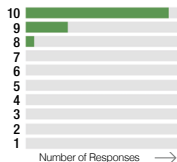
EXCERPTED SURVEY RESPONSES

"They're very reliable, on time, and they have good relationships with their customers."
 –Isabel W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 23 random customer surveys since December 2014

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 920166
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

North Coast Carpet Care, Inc. cleans carpets, upholstery, drapes, tile and grout, hardwood floors, area and Oriental rugs, and other furnishings for residential and commercial clients in Sonoma, Marin, and Napa Counties. The family-owned and operated company's process includes pre-spotting, pre-conditioning, and moving and replacing most furniture. In addition to its regular services, it cleans automobile and RV interiors; provides water damage restoration services; repairs and restretches carpets; and offers fiber protection for carpets, upholstery and area rugs.

North Coast Carpet Care's IICRC (Institute of Inspection, Cleaning and Restoration Certification) Certified technicians combine state-of-the-art equipment with biodegradable cleaning products to remove all types of stains and odors, including those made by pets. "They're expertly trained to provide outstanding floor care and maintenance," says President Cindy Mayer. "We always guarantee quality work."

COMPANY PHILOSOPHY

"We're truly passionate about our work, and our primary motivation is to maintain our customers' happiness. Our commitment to customer service begins with each client's initial phone call; from there, we establish a professional relationship and communicate how much we truly value their business. It's our goal to retain our repeat customers and continue to build our business by providing outstanding, reliable, value-driven service."

EXCERPTED SURVEY RESPONSES

"[I liked] the quality of the job. The carpet was really clean after they left."—Thomas S.

"They were very polite, courteous and helpful. They really did a good job. They were commendable."—James C.

NORTH COAST CARPET CARE, INC.

(707) 797-7966
(707) 336-2946
(877) 312-1302
(415) 347-6983



MOHAWK
 FLOORCARE ESSENTIALS
 Authorized Service Center

WEBSITE

www.northcoastcarpetcare.com

EMAIL

info@northcoastcarpetcare.com

MANAGER

Cindy Mayer, President

SERVICES

Cleaning, Repairs & Restretching;
 Commercial & Residential
 Upholstery Cleaning; Water Damage;
 Pet Odor Removal & Deodorizing;
 Tile & Grout/Area Rugs Cleaning;
 Hardwood Floor Cleaning

HOURS

Mon – Fri: 8am – 5pm
 Sat: 8am – 1pm
 Other: 24/7 Flood Restoration
 Weekend and Evening Appointments

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Institute of Inspection, Cleaning
 and Restoration Certification (IICRC)
 Certified

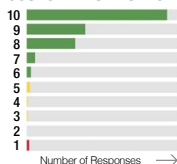
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/124



DIAMOND CERTIFIED RATINGS DASHBOARD based on 320 random customer surveys since July 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

BEST CHIMNEY SWEEP

(707) 742-3949

Serving All of Sonoma
and Marin Counties



Andy Gatley, Owner

WEBSITE

www.bestco.us

EMAIL

answers@bestco.us

MANAGER

Andy Gatley, Owner

SERVICES

Chimney Cleaning
Dryer Vent Cleaning

HOURS

Mon – Fri: 8am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/502

Best Chimney Sweep cleans chimneys, stove flues, fireplaces, dryer vents and more for homeowners, property managers, homeowners' associations, and real estate professionals throughout the North Bay. The company also services damaged systems and provides free initial consultations for property managers and homeowners associations to accurately determine service frequency.

Owner Andy Gatley established Best Chimney Sweep more than two decades ago. He says his company's primary concern is keeping all the outlets in a home safe and efficient. "When left untreated, chimney and dryer vent debris can build up and create possible fire hazards. I work diligently to eliminate the chance of that ever happening."

Best Chimney Sweep tailors its services to match the unique details associated with managing properties, handling everything from resident notifications to electronic invoicing. The company also provides free initial consultations for each property type to accurately determine service frequency.

COMPANY PHILOSOPHY

"I abide by a simple motto: 'If you're going to do something, do it right.' That's how I approach both my work and my relationships with customers. I do the best possible work every time, with no exceptions. If a client isn't happy with something, I'll make it right."

EXCERPTED SURVEY RESPONSES

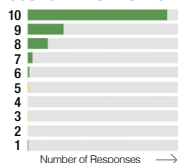
"He was very personable and gave me information about what he did and what to look for in the future. He was also very prompt."—Andy M.

"He was straight and honest with us, and he told us exactly what was going on. The house was immaculate when he left."—Dian & Bob M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **387** random customer surveys since October 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Harkey Construction, Inc. is a general building and remodeling contractor that's been serving North Bay clients for more than 25 years. The company recently won the Best Builder, Gold Medal award in *NorthBay biz* magazine's annual readers' poll for the fourth year in a row. Its portfolio of projects for residential and commercial work includes ground-up construction (all rough and finish carpentry is self-performed), whole house remodeling, additions, kitchens, historic renovations, tenant improvements, winery upgrades, and more. Owners Jeff and Lori Harkey say their customers consistently confirm Harkey Construction's status as a high-quality, trustworthy builder.

Harkey Construction provides clear, detailed, computer-generated estimates and schedules, which have proven to ensure project budgets and goals are met. The project manager works closely with each client throughout their entire project, from estimating and planning to the final move-in.

Mr. and Mrs. Harkey take great pride in Harkey Construction's reputation within its community. "We treasure our lifelong roots in the North Bay," says Mrs. Harkey. "We know the community and the community knows us. Our reputation is only as good as our last job. We continually strive for excellence in everything we do."

COMPANY PHILOSOPHY

"We've developed a solid reputation for quality workmanship and trustworthiness, and our pledge to quality and integrity is shared by everyone in our organization. We understand that quality and integrity ensure long-term client relationships and our business success. We have built and will continue to build our reputation on these principles."

EXCERPTED SURVEY RESPONSES

"They made building a house fun. We're as pleased as we could be with the work that they did."—Kenneth S.

HARKEY CONSTRUCTION, INC.

(707) 836-1315

Serving the North Bay



HARKEY CONSTRUCTION



A new custom home built by Harkey Construction

WEBSITE

www.harkeyconstruction.com

EMAIL

lori@harkeyconstruction.com

MANAGER

Jeff and Lori Harkey, Owners

SERVICES

- General Building Contractor
- Custom Homes
- Commercial
- Remodel
- New Construction

HOURS

Mon – Fri: 8am – 5pm

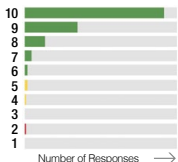
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/147



DIAMOND CERTIFIED RATINGS DASHBOARD based on **168** random customer surveys since August 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 790931
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

LUCAS CONSTRUCTION

(707) 219-6234

Serving Sonoma, Marin and Napa Counties



A custom home project by Lucas Construction

EMAIL

greg@blackstonelucas.com

MANAGER

Greg Lucas, Owner

SERVICES

- New Homes
- Commercial Buildings
- Remodeling
- Tenant Improvements
- Structural Repairs
- Home Improvements

GUARANTEES

- 1-Year Warranty on Fit & Finish Work
- 10-Year Warranty on Structural Work

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2161

Lucas Construction is a builder of quality residential and commercial projects in Sonoma County. Taking a “whole property” approach to each job, the company focuses on creating harmony between buildings and the environments they inhabit. Owner Greg Lucas pairs decades of experience with a meticulous eye for detail and is known for his perfectionist work ethic.

When the Oakland Hills were tragically affected by fires in 1991, Lucas Construction managed the rebuilding of 27 custom homes. The company was also hired to clear more than 50 lots of debris and set 30 foundations into the hillside. “Helping those families rebuild was a humbling experience that stays with us to this day,” says Mr. Lucas. “Watching our hometown of Santa Rosa fall victim to fires 26 years later was devastating. As countless friends and family members suffered immense loss, it was difficult to find ways to offer meaningful help. As the rebuilding of Sonoma County begins, we feel confident that this is the way in which we can best help. With years of experience designing, building, and traversing Santa Rosa city planning and building ordinances, we want to act as an advocate through this process.”

COMPANY PHILOSOPHY

“We consider ourselves the ‘orchestrators’ of our clients’ construction projects, which means we act as their advocates and make sure everyone is on the same page, from the architects to the building officials to the subcontractors. Ultimately, our goal is to ensure customer satisfaction throughout every step of the construction process.”

EXCERPTED SURVEY RESPONSES

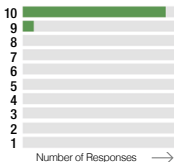
“They did the work on time. They were neat, and they didn’t have to come back and do any extra work. They’re very knowledgeable.”—Bonnie H.

“They’re experienced, they know what they’re doing and they get the job done.”—Jim B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **14** random customer surveys since May 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that Lucas Construction has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2161.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 447394
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

THOMPSON CONSTRUCTION

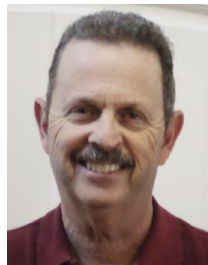
(707) 506-6915

Serving Sonoma, Marin and Lake Counties

Thompson Construction provides a wide range of general construction and remodeling services for residential clients in Sonoma, Marin, and Lake Counties. In addition to remodeling kitchens, bathrooms and living spaces, the company has the capabilities to build room additions and exterior structures such as decks, patios, and pergolas.

Owner Dennis Thompson says Thompson Construction's status as a family-owned and operated company has allowed the company to develop and maintain a loyal clientele base. "I work alongside my three sons, Nick, Kyle and Chris, and our clients really like seeing that. They always comment about how nice it is to see a father and his sons working together and getting along. The family aspect of our company definitely sets us apart from other contractors."

Thompson Construction is also known for its troubleshooting abilities, which Mr. Thompson says is crucial for ensuring total customer satisfaction. "I'm very experienced at coming up with effective solutions to problematic situations. I've never had a complaint, and that's because if there's anything wrong with my work, I'll make it right one way or another."



Dennis Thompson is owner of Thompson Construction.

COMPANY PHILOSOPHY

"My mission is to build long-standing structures as well as long-term client relationships. I utilize my experience and expertise on every job, and that gives my clients confidence in my ability to bring their projects to successful completion. Their needs always come first, no matter what."

EXCERPTED SURVEY RESPONSES

"It seems like there's no job he can't take on. He does a good job. He knows exactly what he's doing. He's more of a friend than a contractor now. I've recommended him to other people."—Cliff B.

EMAIL

dennis@gothompco.com

MANAGER

Dennis Thompson, Owner

SERVICES

Residential Remodeling & Additions
Kitchens & Bathrooms
Turnkey (Start to Finish) Work on
New Houses

EMPLOYEES

4

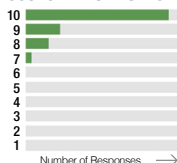
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2063



DIAMOND CERTIFIED RATINGS DASHBOARD based on 36 random customer surveys since October 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 478076
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MDS CONSTRUCTION

(707) 200-8451

Serving Sonoma and Marin Counties



MDS Construction recently completed this kitchen remodeling project.

WEBSITE

www.mdsconst.com

EMAIL

Mark@mdsconst.com

MANAGER

Mark D. Silva, President

SERVICES

- General Construction
- Custom Home Building
- Remodeling & Additions
- Kitchen & Bathroom Remodels

HOURS

Mon - Fri: 8am - 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1391

MDS Construction provides a variety of general construction and remodeling services for residential clients in Sonoma and Marin Counties. In addition to building custom homes, additions and granny units, the company handles every aspect of whole house, kitchen and bathroom remodels, from plumbing and framing to electrical and finish work.

President Mark Silva has decades of experience in the construction industry. He established MDS Construction to apply his passion for creative design and devotion to customer service to all types of North Bay construction and remodeling projects. "Our mission is to provide professional planning, designs and project completion in a timely manner while still ensuring workmanship of the highest quality," says Mr. Silva.

MDS Construction is a fervent supporter of environmentally-friendly construction practices. The company uses Green technology and materials whenever possible, and its partnership with Energy Star ensures all its homes are built to high energy efficiency standards. "Green building practices result in healthier, more comfortable homes that last longer and retain higher resale values," says Mr. Silva.

COMPANY PHILOSOPHY

"We believe the success and longevity of any construction project is dependent upon consistently high-quality workmanship and materials, and that's exactly what we provide. We understand construction projects can be inconvenient for our clients, so we stay in constant communication and work hard to make the process as smooth as possible."

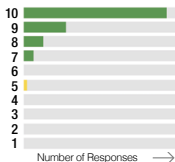
EXCERPTED SURVEY RESPONSES

"They were really easy to work with, as far as working within our budget and creating new ideas."—Robert C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **67** random customer surveys since August 2008

CUSTOMER SATISFACTION



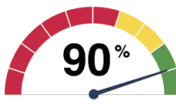
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 813621
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Evenich Construction, Inc. provides a wide range of design/build construction services for residential and commercial clients throughout Sonoma County and the Greater Bay Area. The company has the training and equipment to handle everything from custom home construction to apartment rehab projects, and it's also qualified to perform framing work and commercial tenant improvements.

Principal Ronald Evenich says his hands-on approach to construction has been an important aspect of Evenich Construction's success. "I'm on the jobsite every day, and I always make myself available to answer questions and explain what we're doing, even after hours and on weekends. Our clients know we'll be around when they need us, and they really appreciate that."

Evenich Construction emphasizes clear communication throughout every step of every project, which Mr. Evenich says is important for ensuring high-quality results. "We care about our clients and want them to get the most out of the projects, and the best way to do that is to provide them with the upfront information they need to make informed decisions."

COMPANY PHILOSOPHY

"Our goal is simple: give every client exactly what they want and make sure they're happy with the end result. We strive to alleviate the stress that can come with a construction project and turn it into a positive experience for everyone involved."

EXCERPTED SURVEY RESPONSES

"They are honest, trustworthy and hardworking. They're always considerate about their clients' finances, privacy and needs."—Dorothy G.

"Ron, the owner, is reasonable and timely. He listens to my needs and desires, he is easy to get along with, and he has a nice nature about himself."—Jill K.

EVENICH CONSTRUCTION, INC.

(707) 574-8903

Serving Sonoma County and the Greater Bay Area



EMAIL

ron@evenichconstruction.com

MANAGER

Ronald Evenich, Principal

SERVICES

- Design/Build Construction
- Framing
- Apartment Rehab
- Custom Homes
- Commercial Tenant Improvements

EMPLOYEES

12

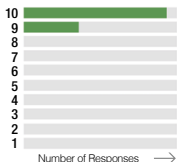
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2210



DIAMOND CERTIFIED RATINGS DASHBOARD based on **36** random customer surveys since November 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 493087
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

FARRAR CONSTRUCTION

(707) 820-7918

Serving Sonoma
and Marin Counties



Mark (L) and Scott Farrar, Owners

EMAIL

markfarrar1@yahoo.com

MANAGER

Mark and Scott Farrar, Owners

SERVICES

Bathrooms
Decks
Kitchens
New Construction
Remodeling

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

Discover, MasterCard, Visa

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/443

Farrar Construction offers a variety of services to residential clients in Sonoma and Marin Counties, including bathroom and kitchen remodeling, new construction, and deck building. Founder and co-owner Mark Farrar says he truly loves his work, which makes his company stand out in its industry. “People really appreciate good work and service. We take pride in what we do, and our customers respond to our dedication.”

Mr. Farrar began his construction career in 1977. Three years later, he and his brother founded Farrar Brothers, Inc. and spent the next two decades working on different phases of construction in Marin County. In 1995, Farrar Construction became a separate entity. In 2013, Mark’s son, Scott, a longtime employee of Farrar Construction, became co-owner. “Working together has enabled us to share our family values with our clients through the quality of workmanship and service that we offer,” says Office Manager Beth Farrar.

COMPANY PHILOSOPHY

“We let our customers know we care by doing the job right and making sure they’re comfortable having workers in their homes. We always complete jobs on time and on budget, which is crucial, but we believe our customers appreciate our service more than anything else.”

EXCERPTED SURVEY RESPONSES

“I liked their interest in our needs. They communicated between us and the contractor very well, were very professional, and did everything in a timely manner.”—Jim K.

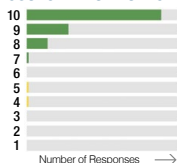
“Mark is very conscientious and has good people with integrity working for him.”—Linda K.

“They came in, did the job and cleaned up afterward. The project was professionally done.”
—Judy S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **107** random customer surveys since July 2004

CUSTOMER SATISFACTION



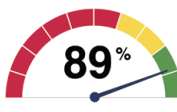
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 440606
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Deckmaster Fine Decks, Inc. designs and builds decks to blend with the architecture of its customers' houses and integrate with their landscapes, which results in outdoor living spaces that are inviting, durable and functional. The company also designs and builds patio covers, and it offers expert deck repair and refinishing that can add years of life to existing decks.

Founder Weston Leavens started building decks and patio covers in the early 1980s, and today he puts his decades of inventiveness and award-winning skill to work creating outdoor living spaces throughout the Bay Area. Mr. Leavens is also the inventor of the revolutionary Deckmaster Hidden Fastening System, which was the first hidden fastener on the market. "We always use hidden fastening for our decks," he says. "Whether they're ultra low-maintenance composites or thermally modified ash, hidden fastening gives decks the very best appearance and longevity."

Mr. Leavens is a past winner of the National Redwood Deck contest, and in 2008 he won the "Build a Deck, Win a Deck" contest sponsored by the California Redwood Association.

COMPANY PHILOSOPHY

"We take pride in our excellent listening skills—as our clients explain their visions, we interpret what they want and blend it with the realistic possibilities of their sites. Our goal is to create sturdy, elegant, aesthetically pleasing structures that last for generations."

EXCERPTED SURVEY RESPONSES

"When they gave me the price it was still competitive, even though it was higher quality than everybody else."—Frank L.

"They are very professional and the deck is of high quality."—Carol P.

DECKMASTER FINE DECKS, INC.

(707) 902-3955

4710 Vine Hill Road
Sebastopol, CA 95472

Serving Sonoma, Marin, Napa
and San Francisco Counties



Weston Leavens, founder of Deckmaster Fine Decks, Inc.

WEBSITE

www.dmfinedecks.com

EMAIL

weston@dmfinedecks.com

MANAGER

Weston Leavens, Owner

SERVICES

Decks & Patio Covers
Design, Refinishing & Repair

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

Lifetime Warranty on Workmanship

BRANDS

Zuri, Armadillo, Americana,
Cutek Extreme

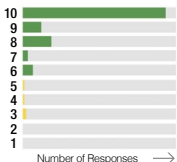
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1513



DIAMOND CERTIFIED RATINGS DASHBOARD based on **126** random customer surveys since February 2009

CUSTOMER SATISFACTION

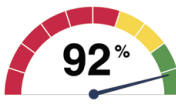


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 827981
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HAMMER & BONIN COSMETIC & FAMILY DENTISTRY

(707) 200-1350

2448 Guerneville Rd, Ste 700
Santa Rosa, CA 95403



**HAMMER
& BONIN**
COSMETIC &
FAMILY DENTISTRY

WEBSITE

www.mysantarosadentist.com

MANAGER

Dr. Josh Hammer, Owner

SERVICES

General & Cosmetic Dentistry
Implant Restorations
Invisalign® Orthodontics
Night Guards
Tooth Whitening
Snoring/Sleep Apnea Treatment
Veneers

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, CareCredit, Discover,
MasterCard, Visa

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2330

Hammer & Bonin Cosmetic & Family Dentistry provides a complete range of general and cosmetic dental services for all types of patients (including children) at its Santa Rosa facility. In addition to performing regular checkups and cleanings, the practice has special expertise with implant restorations, veneers, tooth whitening, Invisalign® orthodontics and more.

A graduate of Tufts University, Dr. Josh Hammer has been practicing in his hometown of Santa Rosa for the past 16 years. Dr. Scott Bonin, a graduate of USC and Advanced Dental Training in the Navy, has been practicing dentistry since 2002. One of Hammer & Bonin Cosmetic & Family Dentistry's key strengths is its ability to instill confidence in its patients. "We're very concerned about doing what's right and being honest with our patients so they have a strong sense of trust in our practice," says Dr. Hammer. "By providing quality dental care in a friendly, caring environment, we're able to do just that."

Hammer & Bonin Cosmetic & Family Dentistry accepts most dental insurance plans and offers financing through CareCredit, which is part of the practice's aim to make dental care available to as many people as possible.

COMPANY PHILOSOPHY

"For us, dentistry is about more than a series of procedures; it's about the long-term relationships that we cultivate with our patients. Regardless of their dental needs, our in-house experts are eager to utilize their knowledge and experience to fulfill them."

EXCERPTED SURVEY RESPONSES

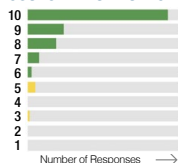
"They're very friendly and professional. Overall, it's a great place to go."—Josef H.

"I like their friendliness and performance. They've always been very accommodating."—Marcin F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **121** random customer surveys since February 2016

CUSTOMER SATISFACTION



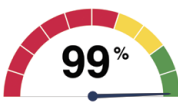
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 51589
- ✓ State License No. 49845
- ✓ Current Complaint File
- ✓ Business Practices

Michael B. Mayock, Inc. dba A Complete Drywall Company is a custom drywall firm that has been serving residential and commercial clients in the Greater Bay Area for 41 years. The company offers a wide range of drywall services, including plastering, taping, all forms of texturing, Level 5 smoothwall application, metal stud framing and trimless work. It has also recently added acoustical attenuation (soundproofing) to its arsenal of services. "Our professional, highly trained technicians can provide and install the most current products available to help our clients with their soundproofing needs," says owner and company namesake Michael Mayock.

Mr. Mayock established Michael B. Mayock, Inc. in 1978 and incorporated in 1986. "Even though we've been doing this for many years, we don't treat any job routinely," he says. "Our technicians know every drywall job is unique, and they're savvy enough to use the best methods for the job at hand."

COMPANY PHILOSOPHY

"Our finished products and our customers' satisfaction remain our top priorities. We back our service with product knowledge and high-level craftsmen with many years of experience. We pride ourselves on providing quality drywall work at reasonable rates, and we don't consider any job complete until the client is 100 percent satisfied. If there's ever a problem with our work, we'll return to remedy it, no matter how much time has passed."

EXCERPTED SURVEY RESPONSES

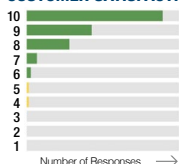
"I use them all the time. They're fast and efficient, and they keep things clean."—Rich D.

"I've used them for years. The work is consistent and they show up when they say they will."—Hoyt D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **129** random customer surveys since August 2003

CUSTOMER SATISFACTION



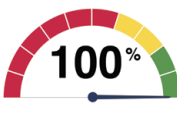
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 632216
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DRYWALL CONTRACTOR

MICHAEL B. MAYOCK, INC.

DBA A COMPLETE DRYWALL COMPANY

(707) 639-8803

Serving the Greater Bay Area

EMAIL

mike@mayockdrywall.com

MANAGER

Michael B. Mayock, Owner

SERVICES

Drywall	Plaster Repair
Metal Stud Framing	Taping
Fry Reglet Installation	Coved Ceilings
Venetian Plaster	
Smooth Wall (Level 5 Specialist)	
Texturing (All Forms)	
Acoustical Drywall (Soundproofing)	
Trimless Job Expert	
Expert Witness Consulting	

HOURS

Mon – Fri: 7am – 5pm

GUARANTEES

Satisfaction Guaranteed

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/291

KAPPLE DRYWALL

(707) 387-4024

Serving Sonoma, Napa,
Marin, San Francisco
and Alameda Counties



Curtis Kapple, Owner

EMAIL

kappledrywall@gmail.com

MANAGER

Curtis Kapple, Owner

SERVICES

Drywall Installation & Repair
Finishing

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2296

Kapple Drywall provides a complete range of drywall services for residential and commercial clients in Sonoma, Napa, Marin, San Francisco, and Alameda Counties. The company has the training and equipment to handle every aspect of the drywall installation and repair process, from the initial preparation to the finishing work.

Owner Curtis Kapple says Kapple Drywall’s honest, customer-oriented business approach has been an important aspect of its success. “Our clients are very important to us, so we always treat them with integrity and make ourselves available to answer their questions. We make sure every phase of every project goes smoothly, and if there are any issues, we immediately address them before moving on.”

Kapple Drywall’s technicians are trained to utilize industry-best installation and repair techniques, and they combine that professionalism with a friendly demeanor that Mr. Kapple says is important for making clients feel as comfortable as possible. “We love seeing the looks on our customers’ faces when we turn the bare studs in their walls and ceilings into good-looking sheetrock products. Our favorite part of this business is building a loyal clientele base that’s quick to refer us to others.”

COMPANY PHILOSOPHY

“Our goal on every project is simple: provide high-quality results that leave the customer completely satisfied. By doing our due diligence, being on time and cleaning up after ourselves, we’re able to ensure great drywall products that look great and last for many years.”

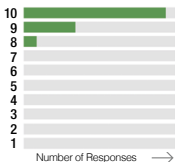
EXCERPTED SURVEY RESPONSES

“I’ve dealt with Curtis, the owner, for a pretty long time. He’s an honest guy who has always been very responsive. Everything is always fine.”—B.G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **16** random customer surveys since November 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 846115
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KNIGHTS' ELECTRIC, INC.**(707) 726-2909**

Serving Sonoma, Napa and Marin Counties



Barbara Ragsdale is president of Knights' Electric, Inc.

Knights' Electric, Inc. is a full-service electrical contractor building relationships with residential and commercial clients throughout the North Bay. As one of the area's premier custom home electrical installers, the company is committed to its clients and their dream homes. Its knowledgeable staff can assist with home automation, audio/visual installations, lighting and more.

Knights' Electric offers design/build services for commercial/industrial and winery electrical installations, as well as new construction, remodeling and retrofit projects. Owners Barbara Ragsdale, Rob Knight, and Art Knight say listening to their clients' needs and helping them plan for the future in order to save time and money are essential parts of the relationship process.

Knights' Electric also provides energized maintenance and arc flash studies to prevent costly electrical failures and downtime while monitoring and maintaining power quality for any facility. The company's service department is on-call 24/7 for customers' convenience.

COMPANY PHILOSOPHY

"We're committed to providing our customers with innovative electrical systems and high-quality service. Our ultimate goal has remained the same since our inception: to meet our clients' needs with professionalism and excellent workmanship."

EXCERPTED SURVEY RESPONSES

"They do a good job. They're prompt, honest, and their prices are reasonable."—Gene G.

"They were here when they said they would be and completed the project."—Sue H.

"Knights' Electric has always been very helpful, on time and responsive to any of our questions."
—Patrick & Briana F.

WEBSITEwww.knightselectric.com**EMAIL**info@knightselectric.com**MANAGER**

Barbara Ragsdale, Rob Knight and Art Knight

SERVICES

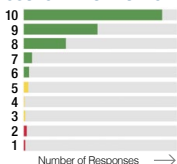
Full-Service Electrical Contractor
Residential & Commercial Electrical Systems
Motor Controls & Automation
Design/Build Systems
Energized Maintenance

HOURS

Mon – Fri: 7am – 5pm
After-Hours Emergency Service

CREDIT CARDS

Amex, MasterCard, Visa

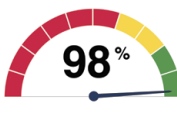
DIAMOND CERTIFIED COMPANY REPORTwww.dccert.org/126**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **371** random customer surveys since July 2002**CUSTOMER SATISFACTION**

↑ More Satisfied
↓ Less Satisfied

Number of Responses →

CUSTOMER LOYALTY

"Would you use this company again?"

HELPFUL EXPERTISE®

"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 432135
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JOE LUNARDI ELECTRIC COMPANY

(707) 877-6987

Serving Sonoma, Napa, Marin
and Mendocino Counties



**LUNARDI
ELECTRIC**

WEBSITE

www.lunardielelectric.com

EMAIL

lunardi@lunardielelectric.com

MANAGER

Jolene Corcoran, Ray Lunardi,
Ron Lunardi and Joe Lunardi, Owners

SERVICES

Installation, Maintenance
Parking Lot & Street Lighting
Preventive Maintenance Programs
Security & Fire Alarm Systems
Systems Analysis
Telecommunications

HOURS

Mon – Fri: 7am – 5pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

55

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/133

Joe Lunardi Electric Company provides a variety of electrical contracting services for residential, commercial and industrial clients in Sonoma, Napa, Marin, and Mendocino Counties. In addition to installing and servicing all types of electrical systems, the company handles telephone and data cabling, installs street and parking lot light structures, maintains fire alarms and security systems, and more.

Owner Joe Lunardi has been working in the electrical industry for more than 45 years. Today, he heads a staff of 40 union electricians who are trained to use the most sophisticated equipment available to quickly locate and repair clients' electrical problems. "We have the expertise to complete any job on time and within budget," says Mr. Lunardi.

Joe Lunardi Electric Company's in-house engineers also offer comprehensive design/build services to create the most cost-effective solutions for their clients. "With our design/build capabilities, we can often save our customers time and money on the coordination issues between engineers and contractors," says Mr. Lunardi.

COMPANY PHILOSOPHY

"Our reliability and honesty have made us a highly sought-after electrical company. We take great pride in our work, and our customer-oriented approach ensures we stay on schedule and immediately notify clients of any delays. Our ultimate goal is to exceed expectations and create satisfied customers who won't hesitate to return and refer us to others."

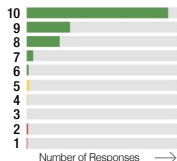
EXCERPTED SURVEY RESPONSES

"I'm impressed by the quality of their service. When you call, they ask you all the questions, so they know who and what to send. They get here promptly and do good work."—Beverly C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **358** random customer surveys since August 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 315543
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Tim McCloskey Electric Inc. provides a wide range of electrical contracting services for residential, commercial, and industrial clients (including food processing plants and wineries) in Sonoma, Marin, and Napa Counties. In addition to performing lighting retrofits, panel upgrades, and general electrical system replacements and repairs, the company is qualified to install solar power systems and helps customers benefit from various energy-saving rebates.

President Tim McCloskey says his favorite part of the electrical contracting business is dealing with the unpredictable nature of the work itself. "When it comes to complicated electrical systems, there's a wide variety of issues that can cause a breakdown—especially larger systems that are used for food and beverage processing," he explains. "We utilize our expertise on electrical components, controls, fillers, and process equipment to quickly and efficiently troubleshoot all types of problems."

Tim McCloskey Electric is known for employing highly skilled and experienced technicians, each of whom is an expert in a specific aspect of electrical contracting. "We know each technician's particular strengths, so we're able to send the most knowledgeable person to every jobsite," says Mr. McCloskey. "Our clients can always be assured they're getting the best people for their particular projects."

COMPANY PHILOSOPHY

"We take great pride in our work and strive to provide an efficient, high-quality job for every client. By combining our electrical contracting skills with competitive prices and fantastic customer service, we're able to achieve total customer satisfaction."

EXCERPTED SURVEY RESPONSES

"They're punctual, friendly and helpful. They're just really great to work with."—Connie L.

TIM MCCLOSKEY ELECTRIC INC.

(707) 687-9933

Serving All of Sonoma,
Marin and Napa Counties



Tim McCloskey Electric's technicians are veterans of the electrical industry.

WEBSITE

www.petalumaelectrician.org

EMAIL

tmelectric@comcast.net

MANAGER

Tim McCloskey, President

SERVICES

Electrical System Replacements
and Repairs
Lighting Retrofits
Panel Upgrades
Motor Controls and Automation
Thermal Imaging
Commercial and Industrial
Refrigeration

HOURS

Mon – Fri: 8am – 5pm

EMPLOYEES

8

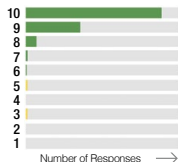
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1854



DIAMOND CERTIFIED RATINGS DASHBOARD based on **232** random customer surveys since May 2012

CUSTOMER SATISFACTION



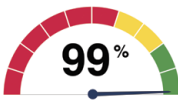
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 688783
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

B. HENRY'S QUALITY ELECTRIC INC.

(707) 985-8968

Serving Sonoma, Marin
and San Francisco Counties



WEBSITE

vimeo.com/280478581

EMAIL

bhqelectric@comcast.net

MANAGER

Bill Henry, Owner

SERVICES

Design, Installation, Service,
Maintenance and Repair of All
Residential, Commercial, and
Industrial Electrical and
Telecommunication Systems
Solar System Installation
Jobs of All Sizes

HOURS

24/7/365

GUARANTEES

2 Years on Labor
Manufacturers' Warranties on Materials

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2097

B. Henry's Quality Electric Inc. provides a full range of electrical contracting services for commercial, industrial and residential clients in Sonoma, Marin, and San Francisco Counties. The company's primary focus is performing electrical wiring on commercial remodeling and new construction projects, but it also has the in-house capabilities to handle networking and data communications, conduit and surface mount work, LED lighting, solar system installations, and more.

Owner Bill Henry, who has 39 years of experience as an electrician, credits much of B. Henry's Quality Electric's success to its customer-oriented approach to electrical work. "We personalize each application to what the client wants," he says. "Instead of just telling them what they need, we customize their project as much as possible."

B. Henry's Quality Electric is known for its comprehensive approach to quality control, which includes providing every job with the hands-on expertise of Mr. Henry himself. "I'm involved with every project, whether it's working directly onsite or overseeing it from start to finish," he affirms. "Nothing gets to the client before I approve it, even if it's something as small as a little bit of routing." B. Henry's Quality Electric recently won "Best Electrician" in the Press Democrat's Best of Sonoma County 2018 awards.

COMPANY PHILOSOPHY

"Our goal is simple: make sure our clients are happy and satisfied when we leave their projects. We take the time to make sure they understand exactly what's being done, which makes them confident in our abilities and more comfortable with the entire process."

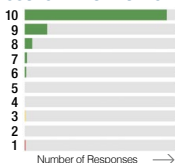
EXCERPTED SURVEY RESPONSES

"Bill is very knowledgeable and has the highest integrity. He gets the job done, and his employees are fantastic, too. I was very pleased."—Mark R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **237** random customer surveys since December 2013

CUSTOMER SATISFACTION



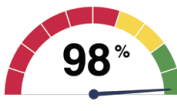
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 975155
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Redwood Residential Fence Company installs wood, picket, metal and agricultural wire fences for residential clients in Sonoma County and parts of Napa, Mendocino, and Marin Counties. The company's primary focus is replacing old and damaged wood fences with custom-built new fences, but it's also qualified to build and install gates and retaining walls.

Owner Ubi Ruiz says Redwood Residential Fence's combination of quality materials and highly experienced employees has been an important part of its success. "We understand exactly what it takes to provide the best fences coupled with the best customer service. It starts by arriving to each job on time—we know how valuable our customers' time is, so we arrive ready to work exactly when we say we're going to arrive."

Redwood Residential Fence benefits greatly from its relationships with numerous lumber industry professionals, which allow the company to buy its lumber directly from sawmills instead of resale yards. "Getting lumber straight from the source is the best way for us to ensure the quality and cost of our work from start to finish," says Mr. Ruiz. "That's our ultimate goal for every project, large or small."

COMPANY PHILOSOPHY

"We do whatever it takes to make our customers happy, regardless of the cost. We apply the same attention to detail and quality workmanship to every job, and if a customer has a complaint, we'll immediately fix it. Our professional approach ensures we'll do a clean, high-quality job at the best possible price."

EXCERPTED SURVEY RESPONSES

"Their work exceeded my expectations. They worked quickly, cleaned everything up, and the fence looks great."—Janette V.

REDWOOD RESIDENTIAL FENCE COMPANY

(707) 219-6014

4170 Santa Rosa Ave
Santa Rosa, CA 95407

Serving Sonoma County and
Parts of Napa, Mendocino,
and Marin Counties



WEBSITE

www.ubifence.com

EMAIL

ubi@ubifence.com

MANAGER

Ubaldo (Ubi) Ruiz, Owner

SERVICES

Wood Fences
Agricultural Wire Fences
Picket & Metal Fences
Gates
Retaining Walls
Free Estimates

HOURS

Mon – Sat: 7am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

3-Year Warranty on Workmanship
and Materials

EMPLOYEES

45

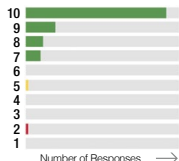
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1992



DIAMOND CERTIFIED RATINGS DASHBOARD based on **84** random customer surveys since February 2013

CUSTOMER SATISFACTION



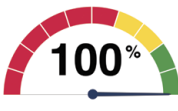
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 811691
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GUY'S FENCING, INC.

(707) 456-7983

Serving the San Francisco
Bay AreaOwner Guy Aranda with his wife,
Teresa

WEBSITE

www.guysfencing.com

EMAIL

thefenceguy@guysfencing.com

MANAGER

Guy Aranda, Owner

SERVICES

Fences

HOURS

Phone Service

Mon – Sun: 7am – 10pm

Showroom

Mon – Fri: 9am – 5pm

Consultations

By Appointment

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1203

Guy's Fencing, Inc. builds, installs and repairs fences, trellises, gates, planter boxes, and more for residential clients throughout the Bay Area. The family-owned and operated company also pressure washes and stains wood structures, and it provides free estimates for projects of all sizes.

Owner Guy Aranda has more than 35 years of experience in the contracting industry. He established Guy's Fencing to provide homeowners with efficient, high-quality fencing work while simultaneously keeping expenses to a minimum. "I listen to each customer's concerns and work closely with them to make the best use of their investment," says Mr. Aranda. "My obligation to my clients is their complete satisfaction."

COMPANY PHILOSOPHY

"We're an honest company, and we bring an open mind and hard work ethic to every project. Service and workmanship are very important to us, and we strive to provide our customers with the very best. We do the whole job from start to finish, using the very best pressure-treated post and redwood products. Our staff takes great pride in providing each customer with many options, keeping in mind all construction guidelines. We meet our customers' expectations and guarantee their projects. Ultimately, we want our clients to be absolutely satisfied with their projects from beginning to end."

EXCERPTED SURVEY RESPONSES

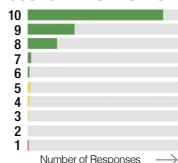
"They do beautiful, creative work. We couldn't be happier with the look, style and quality of the 60-foot redwood fence they built for us. It is a work of art to look at. It exceeded our imagination."—Michelle E.

"I have used them before. Their quality of work is done very well, on time and on budget. They rate even higher than a '10.'"—Carlos B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 266 random customer surveys since December 2007

CUSTOMER SATISFACTION



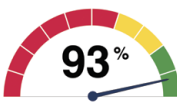
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 970005
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Master's Touch Upholstery provides a wide range of reupholstery services for residential and commercial clients in Sonoma, Napa, Marin, Mendocino, and Lake Counties. In addition to reupholstering all types of modern and antique furniture, the company has the in-house capabilities to make custom products like headboards.

Owner Dan Skiles Jr. says Master's Touch Upholstery's small size allows him to complete projects as quickly and efficiently as possible. "A lot of upholstery companies leave their customers' furniture sitting around their shops for months, but I have what it takes to get the job done in a couple of weeks. I really enjoy taking a broken-down piece, bringing it back to life and seeing the look on the client's face when they realize they have brand-new furniture to enjoy."

Master's Touch Upholstery offers a comprehensive warranty on upholstery fabric that's treated with Fiber ProTector® Bay Area, one of the most technically advanced fiber protection systems on the market. "Fiber ProTector prolongs the life of upholstery, provides easier spot removal, effectively shields against oil- and water-based stains, and improves professional cleaning," says Mr. Skiles. "Not only does it save time and money, it also provides peace of mind."

COMPANY PHILOSOPHY

"I want every customer to have a positive experience, so I focus on doing high-quality work that leaves them completely satisfied. By paying attention to details and utilizing my old-world craftsmanship, I'm able to turn old pieces of furniture into beautiful works of art."

EXCERPTED SURVEY RESPONSES

"I have plans to use Dan again. He's honest and straightforward."—Lois C.

MASTER'S TOUCH UPHOLSTERY

(707) 200-7463

468 Yolanda Ave, Suite 205

Santa Rosa, CA 95404

Serving Sonoma, Napa,
Marin, Mendocino
and Lake Counties



WEBSITE

www.masterstouchupholstery.com

EMAIL

mtu468@gmail.com

MANAGER

Dan Skiles Jr., Owner
Shannon Cronan, Office Manager

SERVICES

Antique & Modern Furniture
Reupholstery
Headboards

HOURS

Mon, Thu, Fri: 9am – 5pm
Tue, Wed: 9am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5-Year Warranty Against Rips, Tears, Burns, Punctures and Stains on Upholstery Fabric Treated With the Fiber ProTector® Bay Area Treatment Option

BRANDS

Duralee, Fabricut, Kravet,
Pindler & Pindler, Robert Allen

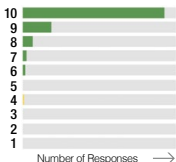
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2347



DIAMOND CERTIFIED RATINGS DASHBOARD based on **151** random customer surveys since April 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

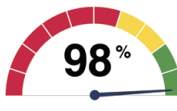
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

DOOR PROS

(707) 820-7959
(415) 523-0025

Serving the Greater Bay Area
and the Greater Sacramento
Area



WEBSITE

www.MarinDoorPros.com

EMAIL

info@sfdoorpros.com

MANAGER

Jared Willis, Owner/Manager

SERVICES

New Garage Door Sales
Garage Door Repair and Service
New Garage Door Openers
Garage Door Opener Repair
Broken Hinges and Hardware
Door Panel Replacement Sections
Garage Door Installation

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

14

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1785

Door Pros provides a wide range of garage door services for residential and commercial customers throughout the Greater Bay Area and the Greater Sacramento Area, handling everything from spring, cable and hardware repairs to automatic door opener installations and door panel replacements.

Owner Josh Camilleri credits Door Pros' success to its highly experienced and dedicated technicians, all of whom are trained to use the latest industry technology and techniques. "We've been growing steadily over the past few years, but our employees still have the same attitudes and business ethics as when we started," he says. "Our goal has always been to keep our customers happy by providing excellent services that exceed their expectations, and that's what we continue to do."

Door Pros is known for its comprehensive same-day repair services, which are designed to maximize turnaround time without compromising quality of workmanship. "Our ability to quickly handle problems is an important asset," confirms Mr. Camilleri. "When customers see we're able to expertly fix their doors and install new hardware in one day, they feel confident about calling us again and referring us to others."

COMPANY PHILOSOPHY

"We take great pride in the craftsmanship and dedication we put into every project. Our attention to detail has always made us stand out in our industry and has allowed us to develop a positive reputation with our clientele. Ultimately, we want each customer to have a positive experience that extends throughout every phase of their garage door project."

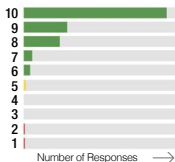
EXCERPTED SURVEY RESPONSES

"The price was right and the quality of their work was superior."—Jenn R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **228** random customer surveys since November 2011

CUSTOMER SATISFACTION



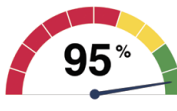
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 958861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

B & L Glass Company provides, installs, and repairs a variety of glass products for residential and commercial clients throughout the North Bay. The company installs everything from tabletops to large commercial storefront windows, and it offers customized glass that's suitable for skylights, shower doors, decorative mirrored walls, railings and many other applications. For the convenience of its customers, it's also available to perform 24/7 emergency glass repairs.

Owners Phil Brown and Gregg Campbell have more than 65 years of combined experience in the glass service industry. They manage B & L Glass Company with a simple goal in mind: to provide high-quality glass products and customer service to match.

B & L Glass Company also replaces damaged window glass and dual pane windows whose seals have been compromised. The company is an authorized dealer for many leading glass manufacturers, including IWC, Milgard, Mercer, Velux, Fleetwood, Old Castle and Kawneer.

COMPANY PHILOSOPHY

"We handle our customers the same way we handle our fine glass products—with great care. It's important for us to provide the most prompt, professional service possible. We do every job correctly the first time, and if something isn't right, we'll correct it immediately."

EXCERPTED SURVEY RESPONSES

"They were willing to go out of their way to get a special product for me. As a customer, I felt like they cared about me."—Jesse Q.

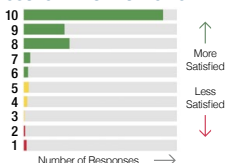
"They did what they said they were going to do in a professional and timely manner."—Ben H.

"They showed up when they said they would, and they were polite. When the job was done, they cleaned up after themselves. They even cleaned my mirrors."—Sharon B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **350** random customer surveys since December 2006

CUSTOMER SATISFACTION

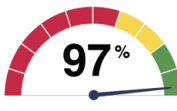


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 218220
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

B & L GLASS COMPANY

(707) 809-5900

3175 Cleveland Avenue
Santa Rosa, CA 95403

Serving the North Bay Area



WEBSITE

www.blglass.com

EMAIL

sales@blglass.com

MANAGER

Gregg Campbell, Owner
Phil Brown, Owner

SERVICES

Commercial & Residential
Window & Door Glass
Plate Glass
Shower Doors & Mirrors

HOURS

Mon – Fri: 8am – 5pm
Sat: 9am – 2pm
24-Hour Emergency Glass Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor
Manufacturers' Warranties
on Products

EMPLOYEES

28

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/996

NOR CAL GLASS PRODUCTS, INC.

(707) 206-9660



WEBSITE

www.norcalglassproducts.com

EMAIL

bill@norcalglassproducts.com

MANAGER

Bill Place, President

SERVICES

Window & Glass Replacement & Repair, Glazing, Shower Door Repair, Commercial Window Tinting, Storefront Glass Door Repair, Mirrors

HOURS

Mon – Fri: 8:00am – 4:00pm
Sat – Sun: By Appointment
24-Hour Emergency Glass & Repair Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Residential Windows & Doors:
10-Year Warranty on Labor
General 1-Year Warranty on Labor
Manufacturers' Warranties on Products

BRANDS

All Weather Architectural Aluminum, Arcadia, Cardinal Shower Doors, Cascade, C.R. Laurence, Fleetwood Windows & Doors, Marvin, Milgard, NanaWall, Old Castle BuildingEnvelope, PRL Glass Systems, Wardrobe & Bath Specialties

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2489

Nor Cal Glass Products, Inc. installs and repairs all types of glass products for residential and commercial clients in Sonoma, Marin, and Solano Counties. The company has the training and equipment to work on everything from commercial storefront and glass doors to residential projects such as mirrors, custom shower and tub enclosures, and replacement windows and doors. It also offers 24-hour emergency glass and repair services.

President Bill Place says Nor Cal Glass Products' emphasis on client communication has been an important aspect of its success. "We're very responsive with our customers—when we say we're going to do something, we do it, and if things don't go according to plan, we tell them ahead of time so they know what to expect. By following through on our promises, we're able to meet their high expectations."

Nor Cal Glass Products' technicians prioritize cleanliness on every project, which Mr. Place says is crucial for ensuring a positive overall experience. "Our goal is to leave each jobsite cleaner than we found it, especially on residential jobs. Everything we do is as clean and efficient as possible."

COMPANY PHILOSOPHY

"We want our clients to be 100 percent satisfied with our work, so we focus on providing them with quality craftsmanship in a timely, professional, cost-effective manner. We pride ourselves on our attention to detail and exceptional customer service, and we always take the time to do the job correctly the first time."

EXCERPTED SURVEY RESPONSES

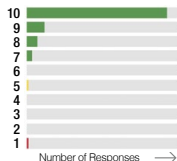
"They were very friendly and responsive, and they had quality workmanship."—Sheila F.

"It is a good quality product and Bill is an expert at what he does."—Dan D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 100 random customer surveys since February 2018

CUSTOMER SATISFACTION



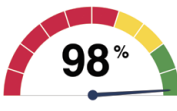
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 949519
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Environmental Pump Services, Inc. cleans restaurant grease traps, provides fryer oil collection, pumps septic tanks and provides wine waste removal for wineries. The family-owned and operated company works with commercial and residential clients in Sonoma, Marin, and Napa Counties on the proper cleaning, service, and maintenance of their septic, grease trap, and wine waste systems. Technicians are available seven days a week to handle emergency situations.

Owner Blaine Cristando says Environmental Pump Services' dedication to quality in every aspect of its work has been a crucial aspect of its success. "We take a lot of pride in what we do, and I think that's what makes us stand out. Instead of taking shortcuts, we pay close attention to details and make sure every job is completed to the customer's satisfaction."

Environmental Pump Services disposes of its clients' waste in the most environmentally-friendly ways possible. Grease trap waste and used fryer oil are taken to specialized facilities that convert the waste into energy and bio-fuel. Septic waste is taken to state-regulated sites where it's treated and disposed of according to state regulations. The company is registered with the state to transport inedible kitchen grease for its commercial customer establishments. E.P.S. takes extra steps to educate its customers about their grease traps and septic systems so they can get optimum use out of them and avoid potential problems in the future.

COMPANY PHILOSOPHY

"Customer satisfaction is our number one goal, so we focus on providing the highest quality of service in the industry and doing the job right the first time. We go above and beyond on every service."

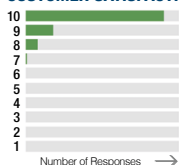
EXCERPTED SURVEY RESPONSES

"They come right away and go out of their way to help in any way they can."—H.G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since January 2015

CUSTOMER SATISFACTION



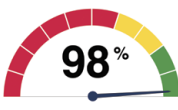
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

ENVIRONMENTAL PUMP SERVICES, INC.

(707) 785-6584
(415) 682-6095

Serving Sonoma, Marin and Napa Counties



ENVIRONMENTAL PUMP SERVICES

WEBSITE

www.epsseptic.com

EMAIL

epshealdsburg@aol.com

MANAGER

Blaine Cristando and Eric Hawley, Owners

SERVICES

- Restaurant Grease Trap Cleaning & Service
- Fryer Oil Waste Collection
- Winery Waste Pumping & Removal
- Septic Tank Pumping & Minor Repairs
- Septic Tank Location Services

HOURS

7 Days a Week

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

6

CERTIFICATION/TRAINING

Inedible Kitchen Grease Transporter

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2232

ABS HOME PRO

(707) 219-8419

Serving Sonoma
and Marin Counties

ABS Home Pro installed this contemporary seamless gutter system to enhance beauty and manage rain flow.

EMAIL

abshomepro@comcast.net

MANAGER

George Angell, Owner

SERVICES

Seamless Gutters
Leaf Protection Systems
Gutter Maintenance & Repair

HOURS

Mon – Sat: 9am – 6pm
Other: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/559

ABS Home Pro provides seamless gutter, leaf protection, and gutter maintenance and repair services for residential clients in Sonoma and Marin Counties.

Owner George Angell has been in the construction industry since 1982, working in various capacities that include managing large projects and teams. Mr. Angell founded ABS Home Pro to provide high-quality gutter services at competitive prices while using proven installation methods—an approach he refers to as “Top Value.”

ABS Home Pro’s upgraded seamless gutter services use the latest high-tech industrial color coatings that, according to Mr. Angell, protect gutters for many years. The company also observes Green business practices, recycling all the metals, woods and plastics it uses on jobsites.

COMPANY PHILOSOPHY

“We expect the best from our employees and subcontractors, and we spend a lot of time working with and training them to achieve that goal. They’re all professional craftsmen who take great pride in their work. We value their input and communicate with them continually about ways to improve our services. Everyone has a hand in helping the company run smoothly.”

EXCERPTED SURVEY RESPONSES

“They were timely in installing the gutters.”
—Tina B.

“They were very responsive and their work was very professional.”—Paul C.

“It was very good service. They were prompt and very helpful.”—Brian B.

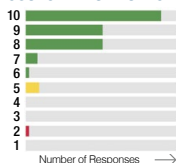
“The people who came out were really great.”
—Dick A.

“They are very good and thorough. They really do a clean job at a fair price.”—Chris O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since December 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that ABS Home Pro has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 559.

David Pak 

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 716791
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DJ Baker Construction provides a wide range of handyman and home repair services for residential clients in Sonoma and Marin Counties. The company has the training and equipment to handle everything from minor household repairs to full-scale bathroom and deck remodels, and it also fabricates and installs specialized handrails for disabled and elderly customers.

Owner Dennis Baker says his decades of experience in the construction industry have given him an extensive knowledge of numerous trades. “I spent more than 20 years working for a custom home builder and learned virtually every phase of construction, from plumbing and electrical to flooring and drywall, so I’m able to provide my clients with a lot of options. To this day, I still love building things with my hands and seeing the results of my hard work.”

Mr. Baker says his personal experience of caring for his grandparents inspired him to start manufacturing and installing handrails and other home safety features. “With my grandparents and many of their friends, I saw a need for in-home safety improvements. So, I got my welder’s certificate and started welding my own railings. I get a lot of satisfaction knowing I’m helping people get around better and stay safe in their homes.”

COMPANY PHILOSOPHY

“I aim to provide clean, thorough work for a fair price, and I always operate with honesty and integrity. Whatever my clients need, I’m ready, willing, and able to put my experience and knowledge to work for them.”

EXCERPTED SURVEY RESPONSES

“He is very thorough, open to comments, and he answers questions. He doesn’t fool around. He just comes in, works hard and gets it done.”
—Rick R.

DJ BAKER CONSTRUCTION

(707) 200-1351

Serving Sonoma
and Marin Counties



Dennis Baker, Owner

EMAIL

beekers68@aol.com

MANAGER

Dennis Baker, Owner

SERVICES

Minor Household Repairs
Bathroom & Deck Remodeling
Specialized Handrails for the Disabled

HOURS

Mon – Fri: 7am – 4:30pm

GUARANTEES

Manufacturers' Warranties on Products
1-Year Warranty on Labor

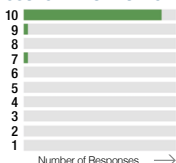
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2345



DIAMOND CERTIFIED RATINGS DASHBOARD based on **35** random customer surveys since February 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 903853
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DIAZ AND SONS CONSTRUCTION

(707) 219-8925

Serving Sonoma County



WEBSITE

www.handymansantarosa.com

EMAIL

diazandsonsconstruction@gmail.com

MANAGER

Leo Diaz, President

SERVICES

Handyman Services
Interior & Exterior Painting
Siding Repair
Windows
Doors
Plumbing
Electrical Repairs
Finish Carpentry
Kitchen Remodeling
Bath Remodels
Fine Carpentry Work

HOURS

Mon – Fri: 8am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Craftsmanship
Manufacturers' Warranties
on Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2490

Diaz and Sons Construction provides a wide range of handyman services for residential and commercial clients throughout Sonoma County. The company has the training and expertise to work on all types of home improvement projects, from interior or exterior painting and siding repairs to window or door installations, electrical repairs, and kitchen and bathroom remodels.

Owner Leo Diaz is committed to helping his clients save time and money while delivering a quality finished job. "I believe being a military veteran has given me the discipline and organizational skills to make sure our clients appreciate our reliability, patience, and how we communicate clearly on our jobs," he says. "Our goal is to give every client a clear understanding of the scope of their project so we can work together to achieve positive results throughout the process. Our clients appreciate how reliable and patient we are when it comes to communication."

Mr. Diaz prioritizes quality control on every job, regardless of its size. "Since I'm the owner-operator of the company, I can make sure everything we do meets my high expectations," he says. "We pride ourselves on being timely and considerate while executing our work in an efficient manner. We're able to match our work with the aesthetics of each home and get the job done correctly the first time."

COMPANY PHILOSOPHY

"We understand that our clients are the most important aspect of our business. We arrive on time ready to work and strive to deliver quality workmanship on every job. With our consistency and attention to detail, we have built a strong reputation throughout Sonoma County."

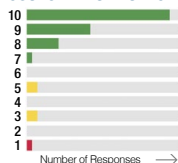
EXCERPTED SURVEY RESPONSES

"He knew what he was doing and did it well. He was on time and it went smoothly."—Charles S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **51** random customer surveys since March 2018

CUSTOMER SATISFACTION



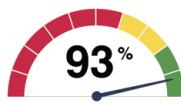
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 942630
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CDH CONSTRUCTION

(707) 207-6954

Serving Sonoma, Napa
and Marin Counties

CDH Construction provides a wide range of home repair services for residential clients in Sonoma, Napa and Marin Counties. In addition to working on all types of remodeling projects, the company has special expertise with trim work and cabinet, door, window, and baseboard detailing.

Owner Chris Hampton says his detail-oriented approach to remodeling has been a key factor in CDH Construction's success. "I exceed expectations by putting myself in the client's shoes and going the extra mile to make sure the end result meets my highest standards. That can be difficult to do when I'm handling all the aspects of a remodeling job, but by paying attention to details and utilizing my years of experience, I'm able to consistently produce top-quality results."

CDH Construction emphasizes quality control in every aspect of its operations, which Mr. Hampton says is important for fulfilling his clients' needs. "Quality is always first in everything I do. I never shortchange my clients or leave their work half undone, and if something needs to be fixed, I take care of it right away. Even if it takes longer than expected, I'm willing to put in the time to do the job correctly."

COMPANY PHILOSOPHY

"Honesty is very important to me, so I focus on giving my clients exactly what they expect and more. My job is to make sure they have good experiences and are completely satisfied with the work that's being done on their properties."

EXCERPTED SURVEY RESPONSES

"[Chris does] quality work, [he's] fast and neat, and his craftsmanship is just wonderful."—Samantha S.

"[I like Chris'] reliability, flexibility and skills. I've been working with him for many years. He's a good person and he has done a great job for me."—Lena B.



Chris Hampton, Owner

EMAIL

cdhconstruction@me.com

MANAGER

Chris Hampton, Owner

SERVICES

Home Repairs & Remodeling
Trim Work
Cabinet, Door, Window &
Baseboard Detailing

HOURS

Mon – Fri: 7am – 6pm

CERTIFICATION/TRAINING

Renovation, Repair and Painting (RRP)
Certified

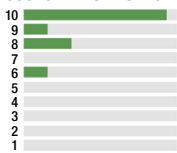
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2500



DIAMOND CERTIFIED RATINGS DASHBOARD based on 10 random customer surveys since July 2018

CUSTOMER SATISFACTION



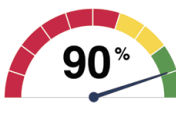
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 953883
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ONE HOUR HEATING AND AIR CONDITIONING

(707) 348-4101

Serving the Bay Area



WEBSITE

www.onehourheatandac.com

EMAIL

info@4ontimeservice.com

MANAGER

Paul Bigham, Owner

SERVICES

Full-Service Heating and
Air Conditioning Service,
Repair, and Installation
Ventilation and Indoor Air Quality
Duct Seal and Replacement

HOURS

Mon – Fri: 7am – 7pm
Sat – Sun: 8am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa
Financing Available

BRANDS

American Standard, Bryant, Carrier,
Day & Night, Mitsubishi Ductless Mini
Splits, Rheem, Ruud, Trane, York

EMPLOYEES

82

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/768

One Hour Heating and Air Conditioning installs and maintains heating and air conditioning (HVAC) systems for residential clients in the Bay Area. As an independently owned franchise of a national corporation, the company has access to thousands of specialty parts and materials, which it uses to handle all types of HVAC problems.

Owner Paul Bigham says One Hour Heating and Air Conditioning's highly trained technicians and comfort advisors can design and upgrade energy-efficient climate control systems to fit any home. "All of our team members participate in ongoing training to keep their mechanical and customer service skills honed. We also guarantee on-time service, which means our customers don't pay if our technicians don't arrive during the given time frame."

One Hour Heating and Air Conditioning offers preventative maintenance programs to ensure customers' electrical and HVAC systems are operating at peak efficiency, and to ensure the safety of customers' homes. "We also carry a variety of air quality products that remove allergens and impurities to maintain a healthy living environment," says Mr. Bigham.

COMPANY PHILOSOPHY

"Our main focus has always been our customers, and the key to a happy customer is to understand exactly what they expect, so we're constantly adapting new ways to improve our service. We consider our customers to be our partners, and we make sure to listen to what they have to say. Every comment and suggestion, no matter how small, helps make us better."

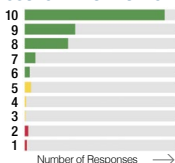
EXCERPTED SURVEY RESPONSES

"They are fast and reliable at what they do. In my situation, they went above and beyond what I ever expected. I was very happy with the quality of the work that they did."—Juan B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **371** random customer surveys since October 2005

CUSTOMER SATISFACTION



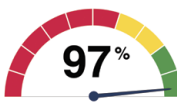
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 740999
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

VALLEY COMFORT HEATING AND AIR

(707) 927-1023

336 West College Ave
Santa Rosa, CA 95401



Valley Comfort Heating and Air provides and installs HVAC systems, repairs heaters and air conditioners, and cleans and designs ductwork for residential and commercial clients throughout Sonoma County. The family-owned and operated company is a factory-authorized dealer for industry leader Bryant, but it's qualified to work on all types of HVAC equipment.

Owner Bryan Simming is a Napa Valley native who now lives in Santa Rosa with his children. Mr. Simming established Valley Comfort Heating and Air to take a more personalized approach to interacting with customers and helping them with their indoor comfort needs. "Our clients know they can call us for high-quality HVAC repairs, but they also call for advice because they know we enjoy helping people and will give them an honest answer," he says.

As an authorized Bryant dealer, Valley Comfort Heating and Air is able to offer warranties and guarantees that exceed industry standards. "We offer a year-long 'test drive' for all Bryant products," explains Mr. Simming. "If a customer is unhappy with their installation for any reason, we'll refund their full investment and remove the equipment at no charge. We want every customer to be absolutely happy with their new system."

COMPANY PHILOSOPHY

"We're committed to upholding the highest level of service and installation in the HVAC industry. We want our customers to be fully aware of every option before they make a decision, so we give them all the information they need and answer their questions honestly."

EXCERPTED SURVEY RESPONSES

"They're honest and they explain everything to you. They take their time to answer any questions you have so you feel comfortable."—Carolyn B.

WEBSITE

www.valleycomfortheatingandair.com

EMAIL

vcomfort@sonic.net

MANAGER

Bryan Simming, Owner

SERVICES

Residential & Commercial
Sales, Installation & Repairs
Heaters & Air Conditioning
Air Pumps
Ductwork Cleaning & Design
Control Systems
Free Estimates

HOURS

Mon – Fri: 7am – 6pm

CREDIT CARDS

MasterCard Visa
Financing Available

CERTIFICATION/TRAINING

NATE Certified Technician

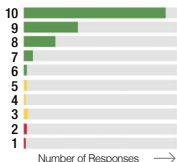
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1838



DIAMOND CERTIFIED RATINGS DASHBOARD based on **249** random customer surveys since February 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

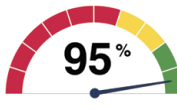
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 887868
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MOORE SOLAR / HEATING / COOLING

(707) 219-8283

Serving Sonoma, Marin
and Napa Counties



100% Right...or 100% Free!

WEBSITE

www.moorehvac.com

EMAIL

info@moorehvac.com

MANAGER

Jonathan Wintersteller, President

SERVICES

Heating and Cooling Systems, Repair and Installation, Heat Pumps, Indoor Air Purification Systems, Duct Repair and Replacement, Duct Cleaning, Solar, PACE Financing, Plumbing

HOURS

Office: Mon – Fri: 8am – 6pm
Service: 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

120

CERTIFICATION/TRAINING

EPA Certified Technician
(Bradley M. Nelson)
Certified Heat Exchanger Expert
(Chris Ferry)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2028

Moore Solar / Heating / Cooling specializes in the installation of energy-efficient replacement systems. President Jonathan Wintersteller says the company's Green approach is paramount when it comes to the installation of solar, heating and cooling comfort systems. "By simply upgrading an older heating and air conditioning system to a new super efficiency model, it's possible to save up to 50 percent on energy bills. For every comfort system installation, we take the time to ensure it's properly sized for the home to increase the overall comfort while maximizing efficiency and reducing energy waste."

Founded in 2009, Moore has cultivated a no-hassle, no-pressure consumer experience, which has fueled its growth as a trusted name for residential solar, heating and cooling solutions. From a start-up just 10 years ago, Moore now employs more than 100 people in a three-county area.

"It's extremely important to us that we provide a superior experience for our clients and a customer-focused environment for our employees," says Mr. Wintersteller. "We don't want our customers to feel like they are being upsold at every turn, and we will not burden our employees by requiring them to operate in a high-pressure sales process. It should be a win-win for everyone."

COMPANY PHILOSOPHY

"We do everything we say we're going to do, exactly the way we've promised, and that's reflected in our mission: '100% Right...or 100% Free.' We approach every job with character, honor, and integrity, and we always treat our customers and their homes with respect. Our goal is to complete every job on time and to the client's exact specifications."

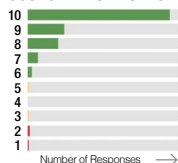
EXCERPTED SURVEY RESPONSES

"They were prompt and efficient. They recognized the problem and fixed it."—Arlene K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since June 2013

CUSTOMER SATISFACTION



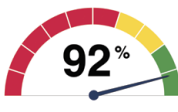
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1027691
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Next Level Heating & Air Conditioning Inc provides a variety of services that are designed to improve indoor air quality for residential and commercial clients in Sonoma and Marin Counties. In addition to cleaning ducts and installing air purification products, the company has the training and equipment to service, repair, and install all types of HVAC systems.

President Charlie Nelson says his detail-oriented approach to HVAC work has been a crucial aspect of Next Level Heating & Air Conditioning's success. "I always strive for the highest level of service in everything I do, and paying attention to small details is an important part of that. The name of my company says it all: I want to take HVAC work to the next level for my customers."

Next Level Heating & Air Conditioning backs all its workmanship with a lifetime warranty and supplements the manufacturers' warranties of the products it installs with matching labor warranties. "If a manufacturer offers a 10-year parts warranty on an HVAC system, I'll match it with a 10-year labor warranty," explains Mr. Nelson. "My clients really appreciate that because it proves their long-term satisfaction is my number one priority."

COMPANY PHILOSOPHY

"Whether it's a simple repair or an elaborate replacement of an entire HVAC system, I always go above and beyond for my customers. When I see the smiles on their faces and hear how happy they are with their systems, I know I've done my job correctly."

EXCERPTED SURVEY RESPONSES

"He is professional, on time and very thorough."
—Michael M.

"He finished on time and I have had no problems since he did the work."
—Paul M.

NEXT LEVEL HEATING & AIR CONDITIONING INC

(707) 418-0354

Serving Sonoma and Marin Counties



Charlie Nelson, President

EMAIL

nextlevelhvac@gmail.com

MANAGER

Charlie Nelson, President

SERVICES

Indoor Air Quality
HVAC Service, Repair & Installation
Duct Cleaning

HOURS

Mon – Sun: 7am – 7pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Lifetime Warranty on Workmanship
Manufacturers' Warranties on Products
(and Matching Labor Warranties)

BRANDS

Trane

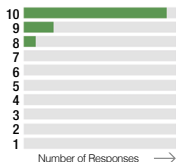
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2248



DIAMOND CERTIFIED RATINGS DASHBOARD based on **31** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied



"Would you use this company again?"

RATINGS STATUS

We declare that Next Level Heating & Air Conditioning Inc has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2248.

David Pak

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State Lic No. 991331
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HIGH DEFINITION DESIGNS

(707) 992-5999

Serving the Bay Area



Eliseo "Tito" Pabon,
Owner/President

EMAIL

eliseopabon01@gmail.com

MANAGER

Eliseo "Tito" Pabon, Owner/President

SERVICES

Home Theater Systems
Whole House Audio Systems
Home Automation
Residential, Corporate Commercial
Design & Installation
New Construction & Retrofits

HOURS

Mon – Fri: 8am – 5pm
Other: By Appointment

GUARANTEES

Manufacturers' Warranties
on Products
1-Year Warranty on Labor

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/705

High Definition Designs provides and installs audio, video, home automation, and computer networking systems for residential clients throughout the Bay Area. The company handles projects that range from basic television and entertainment center hook-ups for homes to high-end commercial installations for restaurants and wineries.

Owner Tito Pabon says High Definition Designs installs systems to draw maximum performance from every component while simultaneously blending into their surrounding structures as seamlessly as possible. "We use the latest technology and high-quality components from manufacturers with proven track records for reliability and excellent technical support."

High Definition Designs also offers a cutting-edge home automation system called Control4®, which allows clients to manage every aspect of a home's various entertainment systems from one centralized location. "With Control4, people can control their A/V systems and more with a handheld remote, an in-wall keypad or an app on their smart device," explains Mr. Pabon. "They can have the very same control via the web when they're away from home." High Definition Designs is a member of the Custom Electronic Design & Installation Association (CEDIA).

COMPANY PHILOSOPHY

"We take the time to determine exactly what our customers want and help them understand all their available options. Throughout our meticulous design process, we deliver client-driven objectives and excellent follow-through. Our primary goal is to take care of each client and continue to do so for as long as their audio/video system is installed."

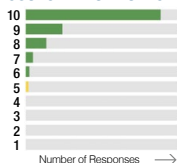
EXCERPTED SURVEY RESPONSES

"They knew what they could do, and they knew the equipment it would take to do it."—Bill K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **230** random customer surveys since June 2005

CUSTOMER SATISFACTION



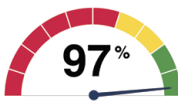
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 754843
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SonoMarin Cleaning Services, Inc. provides a wide range of cleaning services for residential and commercial clients in Sonoma, San Francisco, and Marin Counties. In addition to cleaning bathrooms, kitchens, offices and various other rooms, the company offers exterior power washing services and performs post-construction and post-remodeling cleanup. Its comprehensive service packages range from “Standard” to “Deep Cleaning” and allow clients to create customized cleaning plans that fit their particular needs.

Owner Stanley Costa says customer service is the most important aspect of SonoMarin Cleaning Services’ operation. “Everyone who works for us understands the importance of making our clients happy. We reward our crew members for following customers’ directions, and we make sure they’re all carefully screened, selected, and trained. They’re not merely cleaners; they’re professionals in their field.”

SonoMarin Cleaning Services also offers carpet cleaning, small carpet repairs, gutter cleaning, window cleaning, tile and grout cleaning, and upholstery cleaning. The company’s clients range from homes and businesses to multi-residence estates, wineries and other luxury properties.

COMPANY PHILOSOPHY

“Our top priority is making sure our customers always receive prompt, efficient cleaning services. We also take great pride in our responsiveness—we’re happy to handle special requests and accommodate our clients’ schedules as much as possible.”

EXCERPTED SURVEY RESPONSES

“They are always on time and my home just sparkles when they’re finished.”—Jeanette K.

“The thing I like best is that they operate without any necessary instructions on my part.”—Sachi H.

SONOMARIN CLEANING SERVICES, INC.

(707) 769-9343
(415) 332-9343

Serving Sonoma, Marin
and San Francisco Counties



*Reliable Professionals...
...With Your Satisfaction in Mind®*

WEBSITE

www.sonomarincleaning.com

EMAIL

info@sonomarincleaning.com

MANAGER

Stanley Costa, Owner

SERVICES

Weekly, Bi-Weekly, Monthly, Spring & Deep Cleaning; Move-In & Move-Out Cleaning; Carpet Cleaning & Small Carpet Repairs; Window Cleaning; Gutter Cleaning; Tile & Grout Cleaning; Upholstery Cleaning; Post-Construction & Post-Remodeling Cleanup; Specialty Cleaning Services Available; Residential & Commercial; Free In-Home Estimates Available

HOURS

Mon – Fri: 8am – 5pm
Sat: By Appointment

CREDIT CARDS

Discover, MasterCard, Visa

EMPLOYEES

23

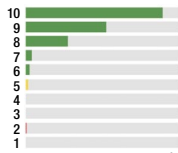
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/780



DIAMOND CERTIFIED RATINGS DASHBOARD based on **362** random customer surveys since November 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

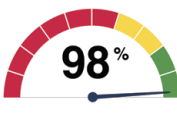
Number of Responses →

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

MOLLY MAID OF SONOMA COUNTY

(707) 219-6365

Serving Sonoma County



MOLLY MAID.

a neighborly company



Ehsan Rezaee (L) and Hesam Rezaee, Owners

WEBSITE

www.mollymaid.com/local-house-cleaning/ca/southern-sonoma-county

EMAIL

mollymaidssc@gmail.com

MANAGER

Hesam Rezaee, Ehsan Rezaee and Hesam Lamepour, Owners

SERVICES

Residential Cleaning
Move-In & Move-Out Cleaning
Deep Cleaning
Green Cleaning

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2496

Molly Maid of Sonoma County provides a wide range of residential cleaning services for customers throughout Sonoma County. The company has the training and equipment to handle everything from routine household cleanings to deep cleanings for move-ins and move-outs, and it offers customized programs that let clients design plans that work with their preferences and schedules.

President Hesam Rezaee says Molly Maid of Sonoma County's accountability and punctuality have allowed the company to build a loyal clientele base. "Our customers are very important to us, so we make sure we're there for them whenever they need us. They always tell us how much they appreciate how fast, reliable and flexible we are when it comes to achieving their cleaning goals."

Molly Maid of Sonoma County uses state-of-the-art equipment and materials on every job, including Green cleaning products that reduce allergens, bacteria and germs. "We also use a software program to perform quality control checks," adds Mr. Rezaee. "We understand that each customer has different requirements for cleaning their house, so we work hard to meet those expectations and accommodate their lifestyle."

COMPANY PHILOSOPHY

"Our goals are to fulfill our customers' needs and provide them with clean environments that make them feel as relaxed and comfortable as possible. Ultimately, we want to develop long-term relationships with our clients and become part of their lives, so we do whatever it takes to ensure their satisfaction."

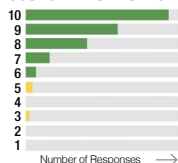
EXCERPTED SURVEY RESPONSES

"They are very nice and efficient. They clean really well and do a good job. Two to three of them come out and they are fast. They show up when they say they are going to."—Linda F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since May 2018

CUSTOMER SATISFACTION



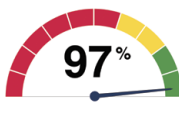
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Vantreo Insurance Brokerage offers full-service insurance solutions in the areas of employee benefits, property-casualty, workers' compensation, personal lines (including affluent exposures) and life insurance. The company focuses on meeting the specific needs of businesses headquartered in California with local, national and/or worldwide operations.

The Vantreo team believes consumers need a lot more “instant” when it comes to insurance service. “Insurance takes time, and every minute saved on insurance administration also saves money and increases the value of the business,” says CEO Lynne Wallace. “Technology is at the heart of the efficiency we deliver to our clients. Of course, all of our tech-driven solutions are powered by live expertise.”

“Our clients appreciate that we use our insurance knowledge to increase their profitability,” says CFO Tim Beglin. “In addition to technology, we provide world-class claims advocacy, coverage negotiation expertise and results-oriented training options.”

COMPANY PHILOSOPHY

“We believe in protecting our clients and doing everything in our power to increase their profitability. Our goal is to provide every client with world-class insurance and service, protection against unexpected loss, and tools to help them and their organization grow profitably.”

EXCERPTED SURVEY RESPONSES

“I’m most impressed by their promptness to solving problems in the insurance industry.”—Randy V.

“They return calls promptly. They always have an answer for us when we call, instead of saying they’ll look into it and get back to us.”—Lori S.

“They spent time with us to answer our questions.”—Shawn D.

VANTREO INSURANCE BROKERAGE

(877) 301-2017

100 Stony Point Rd, Ste 160
Santa Rosa, CA 95401

VANTREO
INSURANCE BROKERAGE

WEBSITE

www.vantreo.com

EMAIL

info@vantreo.com

MANAGER

David Hodges, Vice President
Terry DeDecker, Vice President
Gretchen Langevin, VP Executive Svcs

SERVICES

All Types of Insurance

HOURS

Mon – Fri: 8am – 5pm

BRANDS

Blue Cross, Blue Shield,
California Choice, Guardian,
Health Net, Kaiser Permanente,
Lincoln Financial, Met Life, Allied,
Liberty Mutual

EMPLOYEES

60

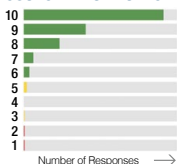
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/127



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since July 2002

CUSTOMER SATISFACTION



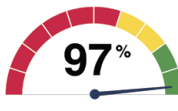
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 0F69776
- ✓ Current Complaint File
- ✓ Business Practices

GOLD HAMMER CONSTRUCTION, INC.

(707) 786-3974

Serving Sonoma, Marin and Napa Counties



WEBSITE

www.goldhammerconstruction.com

EMAIL

davehunt@goldhammerconstruction.com

MANAGER

Dave Hunt, Owner

SERVICES

- Additions
- Exterior Remodels
- Kitchen Remodels
- Bathroom Remodels
- Interior Remodels
- New Home Construction
- Decks
- Concrete

HOURS

Mon – Fri: 9am – 5pm
On Call: 24/7

CREDIT CARDS

MasterCard Visa

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/771

Gold Hammer Construction, Inc. provides a variety of interior and exterior remodeling services for residential and commercial clients in Sonoma, Marin, and Napa Counties. In addition to remodeling kitchens, bathrooms and whole houses, the company builds room additions and decks, installs windows and doors, handles new construction, and more. It's also certified to perform carpentry, finish, electrical and plumbing work.

Owner Dave Hunt has more than two decades of experience in the construction industry. He established Gold Hammer Construction to offer full-service remodeling experiences to Bay Area customers, thus eliminating the need for subcontractors. "We'll work with our clients at any stage of their projects," says Mr. Hunt.

Gold Hammer Construction's employees are trained to resolve problems quickly and thoroughly by listening closely to each client's questions and concerns. "Our crew members are courteous, professional and diligent," says Mr. Hunt. "They're likeable people and they help our customers relax during the often-stressful remodeling process."

COMPANY PHILOSOPHY

"Our employees enjoy their work and their interactions with our customers. They all know how important it is to deliver superior work and ensure each client is happy with their finished product, whether it's a deck or an entirely remodeled house. We're confident that our clients will feel completely comfortable having us in their homes."

EXCERPTED SURVEY RESPONSES

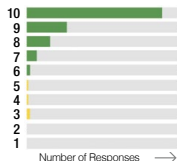
"The workers were very friendly and outgoing. They answered all my questions and really worked hard. I am extremely happy with the work they did."—Don F.

"They are just terrific all the way around. They are efficient, clean, and they do excellent work."—Pat J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since November 2005

CUSTOMER SATISFACTION



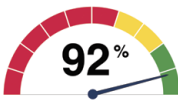
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1008971
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

LABOURDETTE CONSTRUCTION

(707) 234-5963

Serving Sonoma County
and Novato

LABOURDETTE
CONSTRUCTION

WEBSITE

www.labremodel.com

EMAIL

lab@sonic.net

MANAGER

Steve Labourdette, Owner

SERVICES

Kitchen & Bathroom Remodeling
Room Additions
Decks & Patios
Design & Build
Custom Cabinets

HOURS

Mon – Fri: 7am – 6pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

3-Year Warranty on Labor
1-Year Warranty on Materials

BRANDS

Andersen, CertainTeed, Decore-ative
Specialties, Grohe, James Hardie,
Kohler, Lutron, Marvin, Milgard, Moen

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2043

Labourdette Construction remodels kitchens and bathrooms, builds decks and patios, and provides general construction services for residential clients throughout Sonoma County and Novato. The company takes a full-service approach to construction that allows it to handle every aspect of its customers' projects, from the initial designs to the finishing touches.

Owner Steve Labourdette says much of Labourdette Construction's success is due to its wealth of experience and ability to complete most projects without using subcontractors. "Over the years, we've acquired the expertise that's necessary to effectively manage the various aspects that come into play during construction. This allows us to keep everything in-house and maintain full control of the building process, which is important for delivering high-quality results."

Labourdette Construction implements several customer-oriented business practices that are designed to make the construction process as straightforward as possible, including pulling all necessary permits and tailoring its services to meet specific budgets. "We also back all our workmanship with a three-year warranty, which isn't always standard in the industry," adds Mr. Labourdette. "Everything we do is geared toward fulfilling our clients' needs."

COMPANY PHILOSOPHY

"Our mission is to utilize high-quality workmanship and exceptional service to take our customers' projects from vision to reality. We want to cultivate long-lasting relationships with our customers and fashion their projects into beautiful, functional pieces of self-expression."

EXCERPTED SURVEY RESPONSES

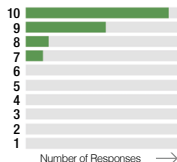
"They're honest, on time and easy to work with. It was a very positive experience."

—Jeff D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **46** random customer surveys since July 2013

CUSTOMER SATISFACTION



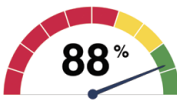
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 761404
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHENS BY KEN RYAN, INC.

(415) 868-5974

715 Grant Avenue
Novato, CA 94945

Serving Sonoma
and Marin Counties



WEBSITE

www.KitchensbyKenRyan.com

EMAIL

Ken@KitchensbyKenRyan.com

MANAGER

Ken Ryan, Owner

SERVICES

Kitchen Designs:
Renovations
Cabinetry
Countertops

HOURS

Tue – Fri: 9am – 6pm
Sat: By Appointment Only

GUARANTEES

Manufacturers' Warranties on Materials

BRANDS

Blanco, CaesarStone, Cambria,
Dura Supreme, Grohe, Moen, MSI
Integrated Resources, Silestone,
Wood-Mode/Brookhaven

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1736

Kitchens by Ken Ryan, Inc. designs custom kitchens for residential clients throughout Sonoma and Marin Counties. With more than 30 years of experience in the kitchen industry, the company designs kitchens that range from traditional to contemporary and from moderate to extensive. It supplies a comprehensive design package for each project that includes everything from cabinet plans and CAD drawings to appliance specifications and lighting information.

Owner Ken Ryan emphasizes the importance of communication throughout all phases of a renovation. During the kitchen design process, the company works closely with each client to make sure they're getting everything they need and want, and that all options are explored. "I'm involved in all phases of the project, from the design, layout and permit plans to construction and completion," says Mr. Ryan.

Kitchens by Ken Ryan's Novato showroom houses a large selection of the newest varieties of cabinet styles, flooring and countertop materials from several of the industry's top manufacturers. The showroom enables homeowners to see exact samples of different door styles, wood species and colors, as well as all the upgrade options available for any particular design. "It's a great resource for all types of kitchen projects," says Mr. Ryan.

COMPANY PHILOSOPHY

"We stay completely focused on every project until the client is 100 percent satisfied. Most of our business comes from referrals, so it's important for us to always communicate our commitments to our customers. We make sure they know we'll go above and beyond to ensure their satisfaction. I guarantee my work, so I can feel confident to put my name on it."

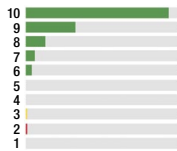
EXCERPTED SURVEY RESPONSES

"Ken is very reliable and easy to work with."—Kathy K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **153** random customer surveys since February 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Gardens of the Wine Country provides complete landscaping services for high-end residences, estates, inns, and wineries in all of Sonoma and Napa Counties. The company focuses on the landscape management, maintenance, enhancement and design of large residential properties. It installs planting, irrigation and landscape-related “hardscape” construction such as decks, arbors, stone work, concrete, patios, walls, and water features.

Owner Alan Kostelnik is a veteran of the landscape industry, and he says one of his first loves has always been helping his clients realize their artistic visions. “Our clients are generally very busy, sophisticated, professional people who want their outdoor environments to reflect their tastes and match the quality found inside their homes.”

Gardens of the Wine Country stays continually connected with its clients by providing them with weekly reports and jobsite reviews upon request. “We think of ourselves as a small, personally connected group of professionals whom clients can feel comfortable communicating with on a first-name basis,” says Mr. Kostelnik.

COMPANY PHILOSOPHY

“We involve our clients as much as they desire, but we also recognize that we’re hired to manage their projects for them. We communicate clearly, complete work on time and on budget, and never declare a job complete until the client tells us they’re satisfied.”

EXCERPTED SURVEY RESPONSES

“They did what they said they were going to do, it was all pre-planned and they were very receptive to our suggestions regarding changes. Alan was very cooperative during the process and the staff was very professional.”—Pat O.

“They were honest, informative, and they did a very good job replacing my lawn.”—Sharon W.

GARDENS OF THE WINE COUNTRY

(707) 925-2964

Serving Sonoma
and Napa Wine Country

Gardens
of the
WINE COUNTRY



Alan Kostelnik, Owner

WEBSITE

www.gardenswc.com

EMAIL

gwcak@sonic.net

MANAGER

Alan Kostelnik, Owner

SERVICES

Design	Exterior Woodwork
Garden Care	Hardscape
Installation	Irrigation
Lighting	Tree & Arbor Care
Water Features	

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

6-12 Months Depending on
Service Selection

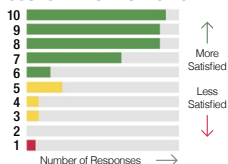
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/313



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since October 2003

CUSTOMER SATISFACTION

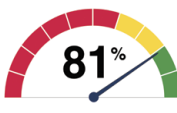


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 315413
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MANZANITA LANDSCAPE CONSTRUCTION, INC.

(707) 602-7947

Serving Sonoma County



President James Guay and Vice President Linda Gottuso-Guay

WEBSITE

www.manzanitalc.com

EMAIL

manzanitalc@gmail.com

MANAGER

James Guay, President
Linda Gottuso-Guay, Vice President

SERVICES

Design, Installation and Maintenance
Decks, Fences, Patios and Arbors
Drama Lighting
Irrigation and Drainage
Paver Installation
Stonework
Water Features

HOURS

Mon – Fri: 8am – 5pm

EMPLOYEES

16

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/363

Manzanita Landscape Construction, Inc. is a design-build company that takes its clients' projects from start to finish and beyond. The company designs, installs and maintains landscapes for residential clients throughout Sonoma County. The company handles everything from installing pavers, decks, fences, concrete and water features to building custom stonework and retaining walls. As a general contractor, it also offers a variety of related construction services, including custom framing, finish carpentry, kitchen and bathroom renovations, and more.

President James Guay says he takes great pride in tackling the structural challenges that landscaping presents. "Landscaping is an art—the beauty of creation, design and innovative construction can transform a residence into an artistic masterpiece. We've built a reputation for our originality and unlimited imagination, and we aim to uphold that on every project."

Manzanita Landscape Construction's crew members bring unique talents to the landscaping process and use their knowledge of color, contrast, and texture to create one-of-a-kind outdoor environments. When the structures are completed, Vice President Linda Gottuso-Guay adds her creative flair, selecting complementary trees, shrubs and flowers.

COMPANY PHILOSOPHY

"Our approach to providing excellent customer service is simple: We do whatever it takes to make our clients happy. It naturally comes through in our work and our relationships with people—we have a real love for our trade, and there's nothing we enjoy more than putting a smile on the face of every customer."

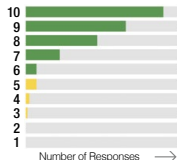
EXCERPTED SURVEY RESPONSES

"They're reliable, they do a good job and they care about their customers."—Martha K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **207** random customer surveys since February 2004

CUSTOMER SATISFACTION



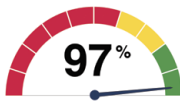
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 790228
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Gill Landscape Inc. is a full-service landscape and maintenance firm that serves residential and commercial clients in Sonoma County.

The family-owned and operated company takes a design/build approach to its landscaping projects, handling everything from irrigation, drainage and restoration to outdoor lighting, water features, fire pits and more. It also provides regular maintenance services for residential properties, HOAs, office parks, apartment complexes and estates.

Owner Greg Gill has been creating and maintaining gardens and comprehensive outdoor environments for North Bay residents since 1981. Today, clients can see Greg working alongside his daughter, Megan Gill, who manages the office and all of Gill Landscape's maintenance accounts.

Mr. Gill says Gill Landscape's team is in the business of exceeding customer expectations and providing excellent customer service. "There's more to landscaping and maintenance than planting plants and mowing lawns. It's about pleasing customers and building relationships. Whether it's creating a client's dream garden or making landscape maintenance one less thing to worry about for a property manager, at the end of the day, it's about making the customer happy."

COMPANY PHILOSOPHY

"We take pride in our ability to work on a large scale while maintaining the individualized, personal care of a small company. We're constantly striving to achieve higher levels of customer satisfaction, and we do everything we can to make sure our clients are absolutely thrilled with their landscape and maintenance projects. We're extremely proud of the confident relationships we've built with our customers."

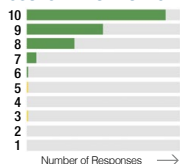
EXCERPTED SURVEY RESPONSES

"They are very reliable, on time, and they take initiative. They're the top."—Richard M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **203** random customer surveys since February 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 529807
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GILL LANDSCAPE INC.

(707) 847-6905

Serving Sonoma County



WEBSITE

www.gilllandscapeinc.com

EMAIL

gglandscape@msn.com

MANAGER

Greg Gill, Owner

SERVICES

Commercial
Residential
Design
Maintenance
Installation
Irrigation

HOURS

Mon – Thu: 7am – 5:30pm

GUARANTEES

60-Day Warranty on Plants
1-Year Warranty on Irrigation
System Installations

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/365

VALLEY OAK LANDSCAPING, INC.

(707) 207-6829

Serving All of Sonoma County
and Northern Marin County



WEBSITE

www.valleyoaklandscaping.com

EMAIL

vol@sonic.net

MANAGER

Greg Baker, Owner
Cali Steel, Office Manager

SERVICES

Residential Landscape Construction
Commercial Landscape Maintenance
Landscape Lighting
Irrigation Management
Arborist Services
Hardscapes
Water Features

HOURS

Mon – Fri: 7am – 3pm

GUARANTEES

All New Jobs Maintained for 30 Days,
Continual Follow-Up for the First Year
to Ensure Landscaping is Performing
Correctly

CERTIFICATION/TRAINING

Certified Landscape Technician -
Exterior, ISA Certified Arborist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2151

Valley Oak Landscaping, Inc. provides landscape services for residential and commercial clients in Sonoma County and Northern Marin County. In addition to creating custom landscapes that feature everything from patios, decks, fences and arbors to ponds, retaining walls and lighting systems, the company offers a variety of maintenance services that are designed to maximize the efficiency of its customers' landscapes, including irrigation system installation and management, tree care, pest control, and more.

Owner Greg Baker says Valley Oak Landscaping's ability to customize its services to meet the specific needs of its clientele has been an important aspect of its success. "Every landscape we create is different because every customer is different. We're responsive to our clients' requests and sensitive to their budgets, and we combine our design and craftsmanship experience to produce results that leave them completely satisfied."

Valley Oak Landscaping provides every project with the hands-on expertise of Mr. Baker himself, which allows the company to maintain high levels of quality control. "I'm personally involved in each job so I can make sure everything is completed to the highest standard," he affirms. "It also makes communication easier—our clients know that if they have any questions or concerns, I'll be right there to answer them."

COMPANY PHILOSOPHY

"Our goal is simple: utilize our experience and talents to make sure our customers' landscapes thrive. We believe in the importance of clear communication, so we always take the time to talk to our clients about their ideas and involve them in their projects as much as they desire."

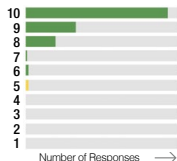
EXCERPTED SURVEY RESPONSES

"Greg was professional and helped with the design of my front yard and backyard."—Susan C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **169** random customer surveys since April 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 561997
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Sleep City Mattress Centers is the only locally owned and operated mattress retailer in the North Bay. The company carries numerous styles of mattresses from several leading manufacturers at six convenient locations in Sonoma, Marin and Napa Counties, including memory foam by Tempur-Pedic; iComfort by Serta; natural latex by Posh+Lavish; and traditional innerspring by Simmons, Sealy, Diamond Mattress and Aireloom.

Owner Mark Thomas established the first Sleep City Mattress Center in San Rafael more than 25 years ago. Mr. Thomas attributes the company's success and growth to its dedicated sales staff. "In an industry where it's common for salespeople and managers to come and go, we've experienced virtually zero turnover."

Sleep City Mattress Centers provides its customers with highly trained, professional salespeople who listen to their needs. The company continuously trains and educates its sales staff so they're able to offer informative, stress-free buying experiences, and it carries a full line of mattresses and bedding accessories to fit every budget and need.

COMPANY PHILOSOPHY

"Our knowledgeable sales staff is trained to help our customers select the mattresses that best suit their particular needs. They never engage in high-pressure sales tactics, and they work hard to resolve any issues. Our primary concern is our clients' comfort and happiness, so we always strive to offer superior service and products."

EXCERPTED SURVEY RESPONSES

"The bed arrived when they said it would and they placed it for me. They were fabulous."
—Ann M.

"They treat everybody well and are courteous. It's the best bed I've ever had."—Robert F.

SLEEP CITY MATTRESS CENTERS

(707) 456-7955

2770 Santa Rosa Avenue, Santa Rosa

(707) 786-3995

4575 Hwy 12, Santa Rosa

(707) 809-5910

440 East Washington Street, Petaluma

(707) 408-2966

6500 Hembree Lane #235, Windsor

(707) 456-7970

2300 Jefferson Street, Napa

(415) 493-8996

647 Irwin Street, San Rafael

SLEEP CITY
MATTRESS CENTER

WEBSITE

www.sleepcitybeds.com

MANAGER

Mark Thomas, Owner

SERVICES

Mattresses, Beds, Accessories

HOURS

Mon – Sat: 10am – 7pm

Sun: 11am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

60-Night Comfort Guarantee on Premium Products

Manufacturers' Warranties (Usually 10 to 20 Years)

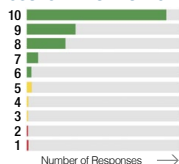
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/294



DIAMOND CERTIFIED RATINGS DASHBOARD based on **604** random customer surveys since August 2003

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

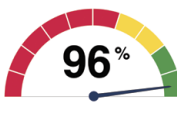
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 166190
- ✓ Current Complaint File
- ✓ Business Practices

NORTHBAY ENVIRONMENTAL, INC.

(707) 200-7524
(415) 322-8956

3715 Santa Rosa Ave, Ste A6
Santa Rosa, CA 95407



WEBSITE

www.northbayenvironmental.com

EMAIL

sales@northbayenv.com

MANAGER

Dave Keith, Owner

SERVICES

Mold Removal & Repair
Water & Fire Damage Restoration
Custom Home Development
Kitchen & Bathroom Remodeling
Home Improvements

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

10-Year Warranty on New
Construction Projects

CERTIFICATION/TRAINING

Council-Certified Microbial
Remediation Supervisor (CMRS)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2366

NorthBay Environmental, Inc. provides a complete range of mold removal and repair services for residential and commercial clients in Sonoma, Marin, and Napa Counties. The company also has the training and equipment to restore damage caused by water and fire, and it utilizes its general contractor's license to take on construction projects that range from minor home improvements to full-scale kitchen and bathroom remodels.

Owner Dave Keith says NorthBay Environmental's customer-oriented approach to remediation has allowed it to maintain a loyal clientele base. "With this type of work, most of our clients are already stressed when we arrive because their properties have been damaged, so we make sure they understand that we'll take care of everything. We really enjoy helping people get their homes and businesses back to normal."

NorthBay Environmental utilizes a variety of state-of-the-art equipment to remove mold from its clients' properties, including negative air units, dehumidifiers, HEPA vacuums, infrared thermal cameras, laser particle counters, thermal foggers and dry ice-blasting technology. "We have a lot of combined industry experience, so we know which equipment and techniques will achieve the best results," says Mr. Keith. "Mold can grow almost anywhere, but we have the capabilities to effectively deal with it."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we're always honest with them and focus on providing them with quality work that's done correctly the first time. We follow through on our promises and make sure every client gets exactly what they need at a price that works for their budget."

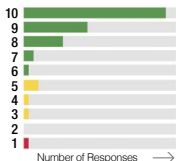
EXCERPTED SURVEY RESPONSES

"They're professional and efficient."—M.M.G.O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 59 random customer surveys since June 2016

CUSTOMER SATISFACTION



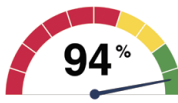
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 908802
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

American Pacific Mortgage dba Petaluma Home Loans #1850 helps clients get conventional, FHA and VA loans for all types of residential properties throughout the Greater Bay Area. The company's primary focus is handling every phase of the mortgage loan process for first-time homebuyers, but it's also qualified to help current homeowners refinance or modify their mortgages.

Branch Manager Ken McCoy (licensed by the Department of Business Oversight Under the California Residential Mortgage Lending Act NMLS ID: 218630) says Petaluma Home Loans' honest approach to the mortgage process has allowed the company to develop a loyal clientele base. "We provide each client with personalized attention and build a relationship based on trust and confidence, which really sets us apart. Dealing with home loans can be stressful, but our clients know we'll be there for them whenever they need us."

Petaluma Home Loans requires continual training for its mortgage professionals so they can stay up-to-date on industry changes and help clients determine the many options for their specific situations. "Unlike banks, we're in touch with our clients' files every step of the way, so we make sure we're knowledgeable about each aspect," says Mr. McCoy.

COMPANY PHILOSOPHY

"Our goal is to make clients for life, so we always do more than what's expected of us, from getting them loans for their particular needs to providing them with weekend and evening appointments. Our dedication to serving our clients' interests is apparent in everything we do."

EXCERPTED SURVEY RESPONSES

"They're nice, they work hard to get you a loan and they take care of you."—Nicole G.

MORTGAGE – BROKER

AMERICAN PACIFIC MORTGAGE

DBA PETALUMA HOME LOANS #1850

(707) 439-8297

628 East Washington St, Ste B
Petaluma, CA 94952



Ken McCoy,
Branch Manager
NMLS #218630

WEBSITE

www.petalumahomeloans.com

EMAIL

kmccoy@petalumahomeloans.com

MANAGER

Ken McCoy, Branch Manager
NMLS #218630

SERVICES

Residential Mortgages
FHA, VA & Conventional Loans
Mortgage Refinancing & Modifications
Reverse Mortgages
Construction Loans

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

15

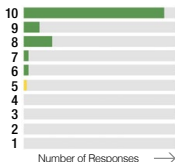
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2408



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since November 2016

CUSTOMER SATISFACTION



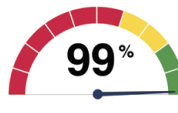
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 01062538
- ✓ State License No. 218630
- ✓ Current Complaint File
- ✓ Business Practices

SANTA ROSA MOVING & STORAGE

(707) 602-7966

5650 State Farm Drive
Rohnert Park, CA 94928

Serving the Entire Bay Area
and All of the United States
With Allied Van Lines



WEBSITE

www.santarosamoving.com

EMAIL

jay@santarosamoving.com

MANAGER

Jay Lucas, President

SERVICES

Residential & Commercial Moving
Local & Long-Distance Moving
Storage
Packing & Crating
Overseas Moving

HOURS

Mon – Fri: 8am – 5pm
Sat: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

16

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1312

Santa Rosa Moving & Storage provides local and long-distance moving services for residential and commercial clients throughout the Bay Area and beyond. As an agent for Allied Van Lines, Inc., the company has the resources to move clients anywhere in the world. It also offers long- and short-term storage at its 24,000-square-foot Rohnert Park warehouse, which is monitored 24/7 and protected by sprinkler systems.

President Jay Lucas says Santa Rosa Moving & Storage is wholly dedicated to removing the hassle from the moving process. “Even under the best of circumstances, moving isn’t at the top of anyone’s ‘fun things to do list.’ We strive to make it an enjoyable, stress-free experience for each of our clients.”

Santa Rosa Moving & Storage’s residential moving experts are trained to deliver clients’ valued possessions safely, on time and on budget. Professional packing and crating ensures everything arrives intact, from delicate glassware to home electronics. If clients need to move their offices, downtime is minimized through extensive pre-planning, scheduling and use of specialized equipment.

COMPANY PHILOSOPHY

“Our primary concern is always our customers, from the moment they first contact us until they’re settled into their new locations. We pride ourselves in being the premier moving and storage provider in the San Francisco Bay Area. Our goal is to supply the most efficient, cost-effective and careful moving experiences possible.”

EXCERPTED SURVEY RESPONSES

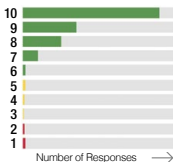
“They were careful when packing and very responsive. They answered our questions and stuck to the schedule.”—Diana W.

“They made it really easy for me. They held my hand through the whole process and gave me a lot of reassurance.”—Bill M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **287** random customer surveys since March 2008

CUSTOMER SATISFACTION



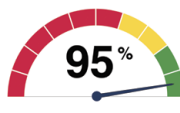
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0103151
- ✓ Current Complaint File
- ✓ Business Practices

A and P Moving, Inc. provides local long-distance, and international relocation services for residential and commercial clients throughout the Bay Area. As an agent for Bekins Van Lines, the family-owned and operated company handles all aspects of packing, moving, and storing. Its employees are meticulously trained in safety procedures and proper handling techniques.

Founders Darin and Dale Aman say A and P Moving's success is due to the hard work and dedication of its longtime staff members, some of whom have been with the company since its inception more than 25 years ago. "All our employees take pride in facilitating the careful transport and safe delivery of our clients' belongings," says Darin Aman. "Taking care of customers is our top priority."

A and P Moving also offers document storage, shredding and inventory management services to Bay Area clients in many different industries, including medical, legal and government. The company stores important documents and files at its 45,000-square-foot Novato warehouse, which features code-compliant sprinkler systems and 24-hour monitored security systems.

COMPANY PHILOSOPHY

"Moving possessions and storing important documents can be a stressful experience, so we always strive to make every customer feel safe and secure with our services. We emphasize the importance of client communication, and we stay focused on the service aspect of our business. By drawing on our years of experience, we're able to simplify any move or storage project as much as possible."

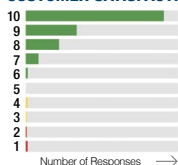
EXCERPTED SURVEY RESPONSES

"They were prompt and tidy. We didn't have any problems with them."—D.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **248** random customer surveys since January 2009

CUSTOMER SATISFACTION

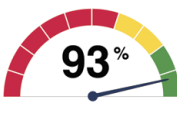


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0169034
- ✓ Current Complaint File
- ✓ Business Practices

A AND P MOVING, INC.

(707) 927-2095
(415) 886-3303

111 Hamilton Drive
Novato, CA 94949

Serving the Greater Bay Area



WEBSITE

www.apmoving.com

EMAIL

darinaman@apmoving.com

MANAGER

Darcy Quinn, Owner
Darin Aman, President

SERVICES

Corporate & Residential Moving
Free Estimates
Interstate & International Moving
Record Storage
Household Storage
Shredding
Document Storage
Inventory Management

HOURS

Mon – Fri: 8am – 5pm
Weekends: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1490

MOVER

MAIN STREET MOVING AND STORAGE

(707) 932-5974

1129 Industrial Avenue, #101
Petaluma, CA 94952

(415) 854-4984

35 Miller Avenue, #110
Mill Valley, CA 94941

MAIN STREET

CALIFORNIA PUC 15325

MOVING & STORAGE

MARIN COUNTY'S MOVING EXPERTS



Don Rosevear founded Main Street Moving and Storage in 1980.

WEBSITE

www.mainstreetmoving.com

EMAIL

mainstreet@mainstreetmoving.com

MANAGER

Don Rosevear, President

SERVICES

Household Moves; Office Moves;
Household Storage; Packing Services;
In-House Services; Intrastate,
Interstate & International Moving

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1625

Main Street Moving and Storage provides a variety of moving and packing services for residential and commercial clients throughout the Bay Area. As an agent for Arpin Van Lines, the family-owned and operated company handles every aspect of local, interstate, long-distance and international moves. It also offers furniture moving services to customers who are staging their homes for sale or rearranging their interiors.

President Don Rosevear established Main Street Moving and Storage with a single moving van and a small, loyal following. Since then, Mr. Rosevear and his dedicated, experienced staff have remained devoted to providing hassle-free moving experiences for all types of customers. “We owe a great deal of our growth to our repeat and referred customers,” he says.

Main Street Moving and Storage also offers full-service vault storage at its secure Petaluma warehouse. Each vault holds approximately 240 cubic feet of belongings—roughly equivalent to the volume of a standard room’s worth of furnishings. The company takes a complete inventory of all items before placing them in storage to ensure everything is accounted for upon a customer’s retrieval.

COMPANY PHILOSOPHY

“We’re proud to be long-time residents of the communities we serve, and we feel privileged to be well-acquainted with many of our customers and their homes. Regardless of the size or distance of their moving or storage projects, they can count on us to take excellent care of them and their belongings.”

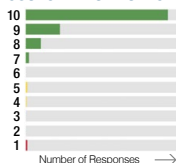
EXCERPTED SURVEY RESPONSES

“I liked the size of the company and the fact that the owner worked with me personally. I also liked that the people who worked there were very confident.”—Geoff W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **250** random customer surveys since February 2010

CUSTOMER SATISFACTION



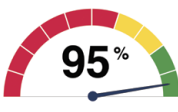
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0189303
- ✓ Current Complaint File
- ✓ Business Practices

Keech Painting Contractors, Inc. provides interior and exterior painting services for residential, commercial, and industrial projects in Sonoma, Marin and Napa Counties. The company works with all types of surfaces and handles every aspect of the painting process. It only uses high-quality paints, stains and specialty products from top manufacturers such as Benjamin Moore, Dunn-Edwards, Kelly-Moore, Rust-Oleum, and Sherwin-Williams.

Owner Robert Keech is a third-generation painting contractor who has more than two decades of industry experience. Mr. Keech says he takes great pride in knowing 90 percent of Keech Painting Contractors' work comes from past customers' referrals. "Our regularly updated painting techniques and dedicated professionals ensure a quality outcome for every project we undertake."

COMPANY PHILOSOPHY

"Our ultimate goal is to provide the best service and highest quality paint jobs in our industry. We take pride in our old-fashioned work ethic, and our clients' opinions mean everything to us. They can expect to receive superior paint jobs that are done right the first time, every time."

EXCERPTED SURVEY RESPONSES

"What I like about them the most is the immediate response. They are on time and they do a good job."—Mike D.

"They are professional, on time, and they do good cleanup work."—Alyce S.

"They showed up when they said they would, they were timely and they finished the job sooner than expected."—Christy K.

"They're prompt, efficient, and they do marvelous painting. Their cleanup is great, too. I was very satisfied."—Ron W.

KEECH PAINTING CONTRACTORS, INC.

(707) 544-2244

Serving Sonoma, Marin and Napa Counties



Owner Robert Keech is a third-generation painter.

WEBSITE

www.keechpainting.com

EMAIL

info@keechpainting.com

MANAGER

Robert Keech, Owner/Manager

SERVICES

Residential & Commercial, Exterior & Interior Painting, Detailed Preparation, Pressure Washing, Staining & Fine Finish Work, Epoxy Floors, Project Consulting

HOURS

Mon – Fri: 8am – 6pm

GUARANTEES

High-Quality Job Guaranteed
4-Year Warranty on Most Jobs

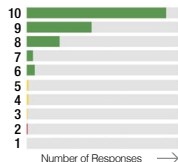
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/129



DIAMOND CERTIFIED RATINGS DASHBOARD based on **289** random customer surveys since July 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 675879
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SOLIDARITY PAINTING, INC.

(707) 544-9551
(415) 450-8075

880 Piner Road, Suite 43
Santa Rosa, CA 95403

Serving Sonoma
and Marin Counties



Alice and Greg Kuzmicki are owners of Solidarity Painting, Inc.

WEBSITE

www.solidarityinc.com

EMAIL

solidarityinfo@yahoo.com

MANAGER

Greg and Alice Kuzmicki, Owners

SERVICES

Painting, Waterproofing & Restorations
Superior Surface Preparation
Residential & Commercial Int. - Ext.
Dry Rot Siding, Trim & Stucco Repairs
Popcorn Ceiling Removal & Texture
Base Boards & Crown Mouldings
Texture & Drywall Repairs
Pressure Washing – Gutter Cleaning
Free Color Advice & Paint Samples

HOURS

Mon – Fri: 7am – 5pm
Sat: By Appointment

GUARANTEES

Unconditional 5-Year Guarantee

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/730

Greg Kuzmicki had 12 years of painting experience before he established Solidarity Painting, Inc. in 1990. He first started painting in San Francisco and Marin County in the early 1980s, working on everything from waterproofing buildings to Victorian restorations to custom homes.

Solidarity Painting is unique in both its longevity and track record. The company has been providing reliable painting, waterproofing and restoration services for the North Bay area for more than 20 years, with more than 2,000 homes painted. “Solidarity Painting is here today and will be here tomorrow, outlasting the boom and bust cycles of the painting industry,” says Mr. Kuzmicki. “We stand behind our work with a five-year unconditional guarantee; we’re that confident in our workmanship.”

COMPANY PHILOSOPHY

“Everyone claims to be the best. Solidarity Painting has built a solid reputation by keeping promises. We have earned the admiration and praise of our clients, and will continue to work hard to justify their trust. Our high satisfaction ratings reflect our commitment to customer service. We believe a customer should get what they pay for...and more. Too often in today’s world, this is not the case. We try to instill that kind of confidence in all our customers, from the moment we meet until the day we complete the project.”

EXCERPTED SURVEY RESPONSES

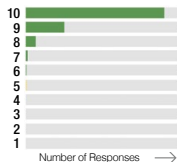
“They were just perfect. They were thorough, they cleaned up, they had a good work crew and they were very particular. They did an excellent job.”—Michael L.

“The personal attention, the communication and their responsiveness to my requests were all great.”—Beth H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **306** random customer surveys since June 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 586555
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Wine Country Painters, Inc. provides interior and exterior painting services for residential and commercial clients throughout Sonoma County. The company handles all types of painting jobs, but its main focus is repainting custom homes and buildings and providing painting/finishing services for new construction projects. Its clean-cut approach to interior painting includes performing all necessary prep work and keeping cut-in lines tight at ceilings, walls, and alongside door casing trim.

Owner Lee Dido says Wine Country Painters takes the same thorough approach to every project, from meticulously cleaning and preparing surfaces to removing fixtures and masking non-painted areas. “We have a broad base of experience and knowledge from which to draw. Our expert craftsmen carefully apply only the finest products to ensure beautiful, durable finishes.”

Wine Country Painters also implements several Green business practices—it uses environmentally-friendly paints whenever possible and recycles all the waste it generates from each job. “Painting with eco-friendly products maximizes health benefits for homeowners and minimizes their impact on the environment,” says Mr. Dido.

COMPANY PHILOSOPHY

“Our trustworthiness, reliability and integrity have helped us grow into one of Sonoma County’s most sought-after painting contractors. We’re committed to providing high-quality craftsmanship and service, and we never cut corners. Our clients can always expect to receive long-lasting paint jobs at great prices.”

EXCERPTED SURVEY RESPONSES

“The owner was on the job. He oversaw everything and paid attention to details. It was a great experience.”—B.R.

WINE COUNTRY PAINTERS, INC.

(707) 219-8938

Serving Sonoma County



Lee Dido is owner of Wine Country Painters, Inc.

WEBSITE

www.winecountrypainters.com

EMAIL

winecountrypainters@gmail.com

MANAGER

Lee Dido, Owner

SERVICES

Full-Service Painting Contractor

HOURS

Mon – Fri: 9am – 5pm
Weekends: By Appointment

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

4- to 10-Year Guarantee

EMPLOYEES

2-6

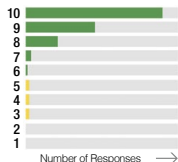
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1602



DIAMOND CERTIFIED RATINGS DASHBOARD based on **144** random customer surveys since January 2010

CUSTOMER SATISFACTION



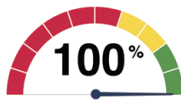
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 813620
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MIKE CHAVEZ PAINTING

(707) 200-1315

Serving Sonoma, Napa
and Marin Counties



WEBSITE

www.mikechavezpainting.com

EMAIL

info@mikechavezpainting.com

MANAGER

Michael Chavez, President

SERVICES

Residential & Commercial Painting
Cabinet Refinishing & Painting
Custom Wood Staining & Finishes
Garage Floor Coatings
Exterior Pressure Washing

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

3-Year Warranty on All Work

EMPLOYEES

16

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2250

Mike Chavez Painting provides a complete range of interior and exterior painting services for residential and commercial clients in Sonoma, Napa, and Marin Counties. The company has the training and equipment to paint all types of surfaces, from bare wood to new sheet-rock, and it's also qualified to refinish and paint cabinets, apply coatings to garage and industrial floors, pressure wash exterior surfaces, and more.

President Michael Chavez credits much of Mike Chavez Painting's success to its ability to clearly communicate with its clients throughout every step of the painting process. "We always let our customers know what's happening so they know exactly what to expect," he says. "By staying in constant contact with them, we're able to earn their trust and make sure we're completing the work to their exact specifications."

Mike Chavez Painting is also known for its ability to paint areas that are inaccessible to some contractors, which Mr. Chavez says gives the company a distinct advantage. "We pride ourselves on our ability to get the right painting equipment to the right areas, regardless of how difficult it seems. We're willing to go above and beyond to ensure our clients' satisfaction."

COMPANY PHILOSOPHY

"Our goal is simple: provide quality painting services with a personal touch. We're focused on achieving 100 percent customer satisfaction on every project, and we're able to achieve that through our honesty, communication, and quality of work."

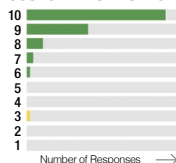
EXCERPTED SURVEY RESPONSES

"Everything was perfect. Mike did the work while I was out of town. He was totally trustworthy. He didn't hit me with any extra costs, he did what he said he would do, he stayed on budget and he was on time."—Jeff G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 71 random customer surveys since April 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 939252
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Jackson's Paving & Equipment Rentals, Inc. provides a wide range of asphalt paving and repair services for residential and commercial clients in Sonoma, Marin, Napa, Mendocino, and Lake Counties. The family-owned and operated company handles every step of its customers' driveway and parking lot projects, including patch paving and sealcoating.

Bookkeeper Amy Smith says Jackson's Paving & Equipment Rentals' customer-oriented approach to asphalt work has been a key factor in its success. "We know how unpleasant and disruptive it is to have a damaged driveway or parking lot, so we take a lot of pride in helping our clients so they don't have to deal with issues like potholes and trip hazards. They really appreciate the long-term quality of our work."

Jackson's Paving & Equipment Rentals offers free estimates for the convenience of its customers, and it works around their schedules so they can maintain their normal home or business routines while their projects are underway. For more information on the company's services, Ms. Smith invites potential clients to visit jacksonspaving.com.

COMPANY PHILOSOPHY

"We want to be known as an honest company that does each job exactly how it was agreed upon in the contract, with no hidden agendas or cutting corners. Our goal is to establish ongoing relationships with our clients, and we're able to accomplish that by keeping our promises and providing first-rate service."

EXCERPTED SURVEY RESPONSES

"We were very happy with the experience. They came when they said they would, the job was processed per schedule and the finished product looked good."—Robert B.

JACKSON'S PAVING & EQUIPMENT RENTALS, INC.

(707) 219-6303

Serving Sonoma, Marin, Napa, Mendocino and Lake Counties



A recent asphalt paving project by Jackson's Paving & Equipment Rentals

WEBSITE

jacksonspaving.com

EMAIL

info@jacksonspaving.com

MANAGER

Jack Wahl, Owner

SERVICES

Asphalt Paving & Repair
Driveway & Parking Lot Paving
Sealcoating

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Materials & Workmanship

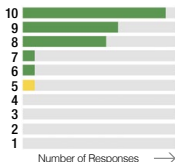
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2488



DIAMOND CERTIFIED RATINGS DASHBOARD based on **30** random customer surveys since February 2018

CUSTOMER SATISFACTION



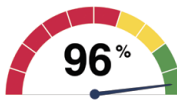
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1000410
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SYSTEM PAVERS

(877) 303-8236

32950 Alvarado Niles Rd
Suite 500
Union City, CA 94587

Serving Northern California

SYSTEM
PAVERS®

WEBSITE

www.SystemPavers.com

MANAGER

Leen Van Bergen, Regional V.P.

SERVICES

Paving Stone: Driveways, Patios, Pool
Decks & Walkways; Synthetic Turf;
Water Features; Fireplaces;
Fire Pits; Custom-Built BBQ Islands;
Landscape Lighting; Pergolas
and More

HOURS

Available by Phone 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Through Synchrony,
Wells Fargo and Lyon Financial

GUARANTEES

25-Year Warranty on Products, Labor
& Installation
30-Day Satisfaction Guarantee

CERTIFICATION/TRAINING

Certified Interlocking Concrete
Pavement Institute (ICPI) Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/448

System Pavers is committed to providing quality hardscape products and installments that are guaranteed to last. From elegant paving stones for driveways, patios, walkways and pool decks to artificial turf, custom outdoor barbeques, fire pits, retaining walls, water features and energy-efficient lighting, System Pavers helps redefine each customer's desired outdoor living lifestyle.

Over the last 26 years in business, System Pavers has expanded to eight offices throughout Northern and Southern California, Colorado, Oregon, and Washington. Co-founders Larry Green and Doug Lueck created the company because they have a passion for designing elegant spaces with enduring value where homeowners can enjoy making lifelong memories with friends and family.

As the outdoor home improvement industry has evolved, so has System Pavers. Homeowners can find peace of mind in knowing the company provides comprehensive design services from start to finish, the latest state-of-the-art outdoor hardscape products and full-service Design Centers, and a stellar customer experience.

System Pavers also invests in the continued success of its employees with its year-round career training program, System Pavers University (SPU). Here, the company provides professional guidance on new and best practices, as well as continued education opportunities for its designers, project management staff and construction field supervisors.

COMPANY PHILOSOPHY

"We provide every client with state-of-the-art designs, exceptional and thorough installation processes, and unmatched workmanship warranties."

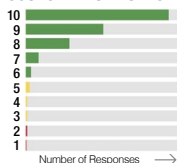
EXCERPTED SURVEY RESPONSES

"I liked every aspect, from design to work on the site. The cleanup was excellent."—Ellen W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 387 random customer surveys since July 2004

CUSTOMER SATISFACTION



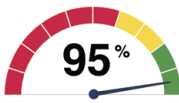
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 661575
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Legacy Paver Group is a second-generation hardscape company based in the Bay Area since 2001, with roots in Germany and the United Kingdom dating back 30-plus years. The company utilizes its comprehensive stone and paver abilities (which include custom designs and color blends) to handle a wide variety of commercial and residential projects, including driveways, patios, pool decks, pathways and steps, walls, outdoor kitchens, and fire pits.

Co-owner Hayley Johnson says The Legacy Paver Group's full-service approach to its installations has been an important part of its success because it gives clients a single point of contact throughout every step of the process. "Our ability to design and build allows us to work closely with our clients and create plans that best fit their needs."

In order to maintain a high level of quality control, The Legacy Paver Group provides every paver installation project with the hands-on expertise of its owners. "[Co-owner Sean Kaslar] and I are fully invested in every project," says Ms. Johnson. "We go onsite, spend time with the client and provide progress reports to make sure they're well-informed every step of the way."

COMPANY PHILOSOPHY

"Our clients are the most important aspect of our business, so we always make sure their projects are completed to their exact specifications. Our hands-on approach ensures we'll always be available to answer questions, make changes and collaborate with our customers to produce the best possible results."

EXCERPTED SURVEY RESPONSES

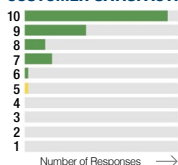
"They did a quality job in a short period of time. There were no mistakes or problems, and the price was good. We were satisfied."—David F.

"The end result was absolutely beautiful. They were very professional and easy to work with. It was a very nice experience."—Greg M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **76** random customer surveys since January 2013

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 931879
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

THE LEGACY PAVER GROUP

(707) 219-8313

(415) 886-2903

Serving the Greater Bay Area



A recent project by The Legacy Paver Group

WEBSITE

www.legacypavers.com

EMAIL

info@legacypavers.com

MANAGER

Hayley Johnson, Owner

Sean Kaslar, Owner

SERVICES

- Paver Design & Installation
- Driveways
- Patios & Pool Decks
- Paths & Steps
- Hardscapes

HOURS

Mon – Sat: 7am – 7pm

CREDIT CARDS

- MasterCard, Visa
- Same-as-Cash Financing

BRANDS

Belgard, McNear, Calstone, Basalite

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1956

ATCO PEST CONTROL

(707) 397-5966



WEBSITE

www.atcopestcontrol.com

EMAIL

Richard@atcopestcontrol.com

MANAGER

Richard Estrada, President/Operator
Estella Estrada, General Manager

SERVICES

Complete Pest Control Services:

Rodents
Bed Bugs
Roaches
Ants
Tree & Landscape Insects
Termite Services (Call for Details)

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

EMPLOYEES

23

CERTIFICATION/TRAINING

EcoWise Certified Service Provider
Domus Institute Certified Bed Bug Expert

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1559

ATCO Pest Control uses a variety of advanced control methods to eradicate, trap, remove, and deter pests for residential and commercial clients in Sonoma, San Francisco, Marin, and Contra Costa Counties. The family-owned and operated company takes a preventative approach to handling ant, bed bug, rodent, spider, and tree and landscape insect infestations. It specializes in non-chemical pest control methods (vacuum, steam, trapping and thermal eradication) and also uses natural pesticides.

President Richard Estrada has more than 20 years of experience in the pest control industry. Mr. Estrada says he uses his expertise to offer effective, long-term solutions for ridding homes and businesses of unwanted pests. “We adapt our procedures to meet the particular needs of each client, and we take all their concerns into account before doing any work.”

ATCO Pest Control is proud to be certified by EcoWise, a program that distinguishes pest control practitioners who employ common sense techniques without using harmful pesticides. The company also provides tree protection services—it’s trained to treat and prevent Sudden Oak Death, and it uses an injection process called Direct Inject to eliminate fungus-related problems and arboreal pests such as oak moths and tent caterpillars.

COMPANY PHILOSOPHY

“We strive to provide long-term solutions for pest problems, not just quick fixes. We thoroughly assess each situation to develop the most sensible and efficient approach, and we discuss the recommended procedures and options upfront. Our ultimate goal is to find the fastest, most effective ways to resolve our clients’ pest dilemmas.”

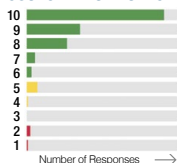
EXCERPTED SURVEY RESPONSES

“They came over on a weekend and took care of it right away. They fixed the problem. They went out of their way to do it right.”—Ann F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **220** random customer surveys since September 2009

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 4745, 32780
- ✓ Current Complaint File
- ✓ Business Practices

Hydrex Pest Control of the North Bay, Inc. provides a complete range of pest control services for residential and commercial clients in Sonoma, Marin, Napa, Solano, San Mateo, Alameda, Contra Costa and San Francisco Counties. The company utilizes a variety of organic, environmentally-friendly methods to remove all types of rodents and insects (including termites) from its customers' properties, and it also has the equipment and training to offer traditional treatments such as baiting, chemical injection, tenting, and fumigation.

Operations Manager Felipe Montanez says Hydrex Pest Control of the North Bay's responsive customer service has been an important aspect of its success. "When people call us, they don't get transferred to someone in another state—rather, they're directly connected to someone in our home office. By developing positive relationships with our clients, we're able to gain a thorough understanding of their problems and come up with effective solutions."

Hydrex Pest Control of the North Bay works closely with local beekeepers to safely relocate hives and preserve colonies of honey bees. Additionally, the company is equipped to deal with bed bug infestations and utilizes effective methods that significantly reduce the possibility of further infestations.

COMPANY PHILOSOPHY

"Our goal is to provide effective, long-term solutions to our clients' pest problems. We pride ourselves on offering high-quality workmanship and conscientious customer service, and we treat every home and property with respect."

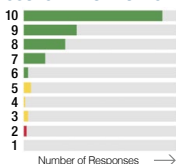
EXCERPTED SURVEY RESPONSES

"They can guarantee that you won't have anything you don't want in your house. They're the complete bug company and I would highly recommend them."—Charles M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since February 2014

CUSTOMER SATISFACTION



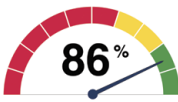
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 639, 30472
- ✓ Current Complaint File
- ✓ Business Practices

HYDREX PEST CONTROL OF THE NORTH BAY, INC.

(877) 312-1293
(415) 231-2098

1120 Industrial Ave, Ste 18
Petaluma, CA 94952

Serving Sonoma, Marin, Napa, Solano, San Mateo, Alameda, Contra Costa and San Francisco Counties



WEBSITE

www.hydrex.info

EMAIL

paula@hydrex.info

MANAGER

Felipe Montanez, Operations Manager

SERVICES

Residential & Commercial Pest Control
Termite Inspection & Control
Large Animal Trapping & Removal
Bed Bug Services

HOURS

Office Hours

Mon – Fri: 8am – 5pm
24/7 Emergency Services Available

CREDIT CARDS

Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Residential Trapping License for Large Animals, State of California
Department of Fish and Wildlife

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2132

FOUR PAWS PET RANCH

(707) 216-1427

3410 Guerneville Rd
Santa Rosa, CA 95401

Serving Sonoma County



Owner David Weiss stands next to Four Paws Pet Ranch's roadside sign.

WEBSITE

www.fourpawspetranch.com

EMAIL

topdog@fourpawspetranch.com

MANAGER

David Weiss, Owner

SERVICES

Dog & Cat Boarding
Day Care
Grooming
Training
PetLight Therapy
Animal Rescue

HOURS

Mon – Fri: 7am – 7pm
Sat: 8am – 6pm
Sun: 11am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

24

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2089

Four Paws Pet Ranch provides boarding and day care services for dogs and cats at its 5.5-acre facility in Santa Rosa. In addition to offering both short- and long-term boarding in a climate-controlled environment, the company offers personalized training programs, onsite grooming, animal adoption, and a membership-only dog park that requires all dogs to be screened for shots and follow behavioral guidelines. “We’re also proud to be Sonoma County’s only PetLight Therapy center,” adds owner David Weiss.

Mr. Weiss says Four Paws Pet Ranch’s model property has been a crucial element of its success. “Instead of being cooped up in a concrete building all day, our clients’ pets have a lot of room to play and socialize. This property has been here since the 1900s, so it has more of a ranch feel than a high-tech feel. We work hard to make it as warm and inviting as possible.”

Four Paws Pet Ranch’s staff takes an interactive approach to caring for cats and dogs, which Mr. Weiss says is important for maintaining an engaging environment where animals feel safe and comfortable. “Our employees are very animal-centric people, and that’s obvious to anyone who sees them interacting with their pets. When a dog doesn’t really want to go home after staying with us, we know we’ve done our job correctly.”

COMPANY PHILOSOPHY

“We believe that if we take care of our customers (both the animals and their owners), they’ll take care of us. We want every dog and cat to have an engaging, fun time when they stay with us, and we make sure their owners get their questions answered and feel confident in our expertise.”

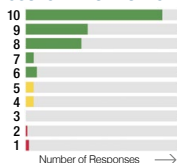
EXCERPTED SURVEY RESPONSES

“They do a good job and seem to really care about the animals. My dogs love being there and I’m very happy with them.”—Patricia B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **185** random customer surveys since November 2013

CUSTOMER SATISFACTION



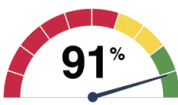
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Paradise Pet Resorts provides overnight boarding and day care services for dogs, cats, and small animals like hamsters and birds at two locations in Rohnert Park and Santa Rosa. The company also offers in-house pet grooming and dog training, and it partners with several local shelters to help people adopt or foster dogs and cats who need new homes.

Owner Mike Campbell says Paradise Pet Resorts' passionate approach to animal care has allowed it to develop and maintain a loyal clientele base. "Our customers look at their dogs and cats as family members, so the fact that they trust us to take care of their families is a responsibility we take very seriously. They know their pets are safe and having a great time, so they're able to relax and enjoy themselves."

Paradise Pet Resorts' facilities are equipped with webcams so clients can check in on their pets remotely, which Mr. Campbell says makes them feel more comfortable while they're on vacation. "We're an open book—our customers can go online whenever they want and see their dogs having fun in our play areas. Ultimately, that gives them even more confidence that their pets are in great hands."

COMPANY PHILOSOPHY

"We want every animal to have the best possible experience while they're staying here, so we go out of our way to make sure they're happy. From our skilled groomers to our experienced trainers, everyone who works here loves providing animals with the attention and care they deserve."

EXCERPTED SURVEY RESPONSES

"I like the fact that they have cameras on all of the play areas, so I can use the app on my phone to check on my dog while I am working."
—Brandon S.

PARADISE PET RESORTS

(707) 931-4118

5800 Commerce Boulevard
Rohnert Park, CA 94928

(707) 999-2093

2120 Bluebell Drive
Santa Rosa, CA 95403



WEBSITE

www.paradisepetresorts.com

EMAIL

paradise.pet.resorts@gmail.com

MANAGER

Mike Campbell, Owner

SERVICES

- Dog & Cat Boarding
- Pet Grooming
- Dog Training
- Pet Adoption & Fostering
- Bird & Small Animal Boarding

HOURS

Mon – Fri: 6:30am – 7pm
Sat – Sun: 7am – 7pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

48

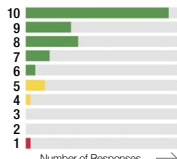
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2320



DIAMOND CERTIFIED RATINGS DASHBOARD based on **127** random customer surveys since January 2016

CUSTOMER SATISFACTION



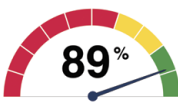
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

MAPLESERVICE, INC.

(707) 585-9979

Serving Sonoma County



MAPLESERVICE

Plumbing Service & Repair

We're the ones you know

WEBSITE

www.maplesplumb.com

EMAIL

monica@maplesplumb.com

MANAGER

Dale, Rodney and Roger Maples, Owners

SERVICES

Plumbing Maintenance, Installation and Repair

HOURS

Mon – Fri: 7:30am – 5pm
Same-Day Service
24-Hour Plumbing Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Manufacturers' Warranties on Products

BRANDS

American Standard, Kohler, Moen, Navien, Takagi

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/412

MAPLEService, Inc. installs, services, and replaces all types of plumbing systems for residential and commercial clients throughout Sonoma County, including toilets, faucets, and tankless and standard water heaters. The company also has the training and equipment to handle water and natural gas distribution, trenchless and conventional sewer replacements, leak location, and more.

Owners Roger, Rodney and Dale Maples are second-generation proprietors of MAPLEService—their father, Wayne, founded the firm in 1960. Roger Maples credits his company's years of success to its commitment to integrity; customer satisfaction; and providing trained, qualified technicians to take care of customers' plumbing repair needs. "Our goal is to be each customer's plumber for life," he says.

COMPANY PHILOSOPHY

"Our goal is simple: achieve customer satisfaction by providing prompt service with qualified technicians."

EXCERPTED SURVEY RESPONSES

"They're good in an emergency, they have a very competent staff and they troubleshoot well."
—David W.

"They were helpful in explaining my options and they did very good work."—John K.

"I like that they respond quickly. We have an excellent relationship with them."—H.T.

"They came when they said they would and got the job done. I've used them quite a bit."—Lucille Y.

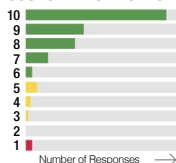
"They are super responsive. If you need someone urgently, they show up even before you expect them. They are fantastic. I can't brag about them enough."—Kevin D.

"They were very professional, on time, and I was very satisfied with them."—Louis Z.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **379** random customer surveys since April 2004

CUSTOMER SATISFACTION



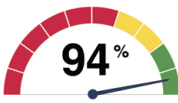
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 917663
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roman's Plumbing, Inc. offers a wide range of plumbing services to residential clients in Sonoma and Marin Counties. In addition to repairing, installing, and replacing all types of plumbing equipment and fixtures (including tankless water heaters), the company installs gas lines and performs complete remodels, new construction, and drain cleaning services.

Roman and Eleni Scanagatta established Roman's Plumbing, Inc. after spending 15 years working in the plumbing industry and learning every aspect of the trade. Mr. Scanagatta says he learned early on to develop a highly personalized approach to dealing with customers. "I learned, above all, to do what's right for every customer and to never sell them something they don't need. We're honest with our customers, and they show their appreciation by remaining loyal and recommending us to others."

Roman's Plumbing, Inc.'s mission statement is rooted in its desire to bring a high standard of customer service to the plumbing industry, with a strong dedication to honesty, integrity and quality workmanship. "Our goal is to provide professional plumbing expertise that's focused on providing our clients with a voice in the decision-making process," says Mr. Scanagatta.

COMPANY PHILOSOPHY

"We take pride in our honesty—instead of trying to up-sell our customers on unnecessary replacements or upgrades, we try to provide them with numerous options based on their budgets, specific needs, styles and preferences. We are respectful of our customers' homes and strive to keep them as clean as possible throughout the plumbing process. Ultimately, we try to treat our clients in the manner in which we would like to be treated."

EXCERPTED SURVEY RESPONSES

"The owner knows his business. He is reasonably priced, very professional and pleasant."—Jim O.

ROMAN'S PLUMBING, INC.

(707) 654-4783



WEBSITE

www.romansplumbing.net

EMAIL

romansplumbing@comcast.net

MANAGER

Roman Scanagatta, President
Eleni Scanagatta, Chief Financial Officer
Pam Ardoin, Office Manager

SERVICES

Plumbing Service and Repair,
Remodeling, Water Heater
Replacement, Gas Line Installation,
Sewer and Drain Cleaning,
New Construction

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on All Work
1-Year Warranty on Supplied Parts
and Materials
No Warranty on Owner-Supplied
Parts and Materials
No Warranty on Drain Cleaning

CERTIFICATION/TRAINING

IACET Certified Backflow Prevention
Assembly Tester (Mr. Scanagatta)

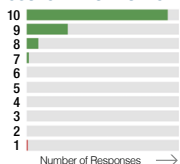
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1777



DIAMOND CERTIFIED RATINGS DASHBOARD based on **187** random customer surveys since October 2011

CUSTOMER SATISFACTION

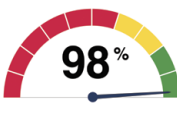


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 952842
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BENJAMIN FRANKLIN PLUMBING

(707) 778-7001

Serving the Greater Bay Area



WEBSITE

www.benfranklinplumbing.com

EMAIL

benfranklinplumbing@yahoo.com

MANAGER

Daniel Gagne, Owner

SERVICES

Plumbing Service & Repair
 Drain Cleaning
 Repiping
 Sewer Cleaning & Replacement
 Solar & Tankless Water Heaters

HOURS

Service Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
 Financing Available

GUARANTEES

100% Money Back Guarantee

EMPLOYEES

95

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1542

Benjamin Franklin Plumbing provides 24/7 plumbing services and repairs for residential clients throughout the Greater Bay Area. In addition to fixing drains, sinks, toilets, disposals and other household plumbing appliances, the company cleans sewers, maintains water heaters (including tankless and solar), repipes water delivery lines and more.

Owner Daniel Gagne is a second-generation plumbing professional who began his career when he was 18 years old. He started his own business in 1995 with his brother, Patrick. After working on new construction and remodeling projects for five years, the brothers joined the Benjamin Franklin Plumbing franchise in 2001. The brand name has since expanded to become part of a nationwide franchise organization owned by Clockwork Home Services Inc., but Mr. Gagne still independently operates his company.

Benjamin Franklin Plumbing offers a punctuality promise that refunds clients \$5 for every minute its technicians arrive past scheduled start times (up to \$300). “Being on time is very important for us,” says Mr. Gagne. “It’s reflected in our motto: ‘If there’s any delay, it’s you we pay!’” The company’s plumbing professionals undergo extensive in-house training to keep updated on installation and repair techniques, and they’re all required to pass rigorous background checks and drug tests.

COMPANY PHILOSOPHY

“Our punctuality promise assures we’ll show up to every job on schedule, and we back our work with a 100 percent money-back guarantee to make sure it’s done correctly the first time. We want our customers to be completely happy with our services, and if they’re not, they don’t pay—it’s that simple.”

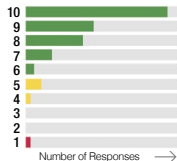
EXCERPTED SURVEY RESPONSES

“They were prompt, efficient and crystal clear about what they were doing.”—Bob V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since June 2009

CUSTOMER SATISFACTION

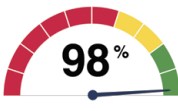


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 857357
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Ongaro & Sons provides a complete range of plumbing services for residential and commercial clients in Sonoma and Marin Counties. In addition to servicing, repairing and replacing all types of plumbing systems, the family-owned and operated company has the in-house capabilities to install and repair water heaters and HVAC systems, clean and replace sewer lines, install products that improve indoor air quality, and more.

Co-owner Ernie Ongaro says Ongaro & Sons' customer-oriented business approach has been the key to its 80-plus years of success. "Since 1932, we've been focused on serving our customers, being responsive to their needs and ensuring their satisfaction. We want them to be so happy with our services that they tell their friends and family about us, which is why we have so many second- and third-generation customers."

Ongaro & Sons makes sure its technicians are comprehensively trained before they start working in the field, which Mr. Ongaro says allows the company to ensure high levels of quality control. "We spend a lot of time and money on training, both in-house and through organizations like PHCC and NATE. It's important for us to have technicians who know exactly what they're doing so we can ensure each client gets the best possible value."

COMPANY PHILOSOPHY

"We want every customer to walk away feeling 100 percent satisfied about doing business with us. We've been providing quality workmanship and exceptional service for more than eight decades, and we're proud that our third- and fourth-generation family members and valued employees are carrying on that tradition."

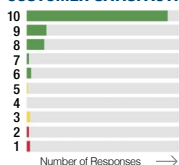
EXCERPTED SURVEY RESPONSES

"They're honest, reliable and efficient. I have good results with them."—Ruth M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 178 random customer surveys since October 2016

CUSTOMER SATISFACTION



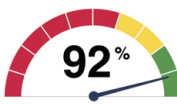
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 215233
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ONGARO & SONS

(707) 652-9891

Serving Sonoma
and Marin Counties



WEBSITE

www.ongarolandsons.com

EMAIL

info@ongarolandsons.com

MANAGER

Ernie, Paul, Dean and Mitch Ongaro,
Owners

SERVICES

Plumbing Service, Repair
& Replacement
HVAC Installations & Repairs
Indoor Air Quality
Water Heater Repair & Replacement
Sewer Cleaning & Replacement

HOURS

Mon – Fri: 7am – 5pm
Sat: 8am – 1pm

GUARANTEES

Lifetime Satisfaction Guarantee on
Workmanship, 10-Year Parts & Labor
Warranty on HVAC Equipment, 5- to
10-Year Labor Warranty on Water
Heater Installations

CERTIFICATION/TRAINING

North American Technician Excellence
(NATE) Certified Technicians
PHCC Certified Journey Level Plumbers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2394

PRIME REAL ESTATE SERVICES

(707) 999-7853

6650 Commerce Blvd, Ste 26
Rohnert Park, CA 94928

Serving Sonoma County



Debby Benson-Miller,
Real Estate Agent

WEBSITE

www.debbyandtom.com

EMAIL

debby@debbybenson.com

MANAGER

Debby Benson-Miller,
Real Estate Agent

SERVICES

Residential Real Estate Sales
& Purchases

HOURS

Mon – Sun: 8am – 9pm

EMPLOYEES

1

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2405

Prime Real Estate Services assists clients with residential property sales and purchases in Sonoma County. Real Estate Agent Debby Benson-Miller utilizes her extensive knowledge of the North Bay Area to help potential buyers find homes that meet their specific requirements, and she has access to comprehensive online tools that provide clients with direct information about the latest local properties for sale.

Ms. Benson-Miller says much of Prime Real Estate Services' success is the result of being responsive to clients' needs and making the buying and selling process as stress-free as possible for them. "My objective on each job is to take things that could be considered difficult for the client and make them easy. Their goals become my goals—if they're looking to buy a home, I focus on finding them something they're going to love, and if they're trying to sell a home, I do everything I can to get them top dollar. By talking them through their situations and clearly explaining their options, I'm able to ensure they have positive experiences."

COMPANY PHILOSOPHY

"I understand that buying or selling a house is a huge decision, so I make sure my clients have all the tools they need to succeed. I treat every client like my best friend and work diligently to keep them informed of trends in the marketplace so they can achieve their real estate goals."

EXCERPTED SURVEY RESPONSES

"She's very hardworking and honest."—Dan R.

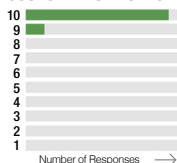
"She was always efficient and her communication was good. We always knew what was going on. She was in constant contact with us. We used her two times, both to sell and buy a house. She took a lot of the stress off of us."—Alicia B.

"She is the best. She represents you very well. She found us the house. She always communicated. She always does her best."—Victoria F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 26 random customer surveys since November 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 01268744
- ✓ Current Complaint File
- ✓ Business Practices

Sheila Deignan helps clients buy and sell all types of residential properties in Sonoma, Marin, and Napa Counties. Ms. Deignan holds numerous industry certifications that allow her to take on specialty real estate projects, including Seniors Real Estate Specialist (SRES) and Certified Luxury Home Marketing Specialist (CLHMS), and she can also provide comparative market analyses and help clients with their relocations.

Before becoming a Realtor®, Ms. Deignan was a paralegal involved in negotiations and venture capital marketing coordination, and she says the skills she developed give her a distinct advantage in the real estate field. “Communication, attention to detail and disciplined negotiation skills are integral parts of this business, and those are things I brought with me from my previous vocation. I can deliver on the professional side, but I’m there for my clients emotionally as well.”

Ms. Deignan prioritizes ongoing education so she can stay updated on the real estate industry’s latest trends. “I’m always sharpening my skills and trying to get better, and my various designations are proof of that,” she says. “I handle my business with the passion and care that wins my clients’ loyalty, trust, and friendship.”

COMPANY PHILOSOPHY

“I truly care about my clients, so I do whatever I can to help them fulfill their needs, whether they’re downsizing or finding new properties in the Wine Country. Integrity is a big part of who I am—it doesn’t matter if I’m working on a condo or a multimillion dollar house, I provide the same high level of service.”

EXCERPTED SURVEY RESPONSES

“She listens and doesn’t bring her own agenda or likes. She heard what we needed and what was possible. We also felt very confident that she knew all the legalities.”—Mandy K.

**SHEILA DEIGNAN
BETTER HOMES AND
GARDEN REAL ESTATE
WINE COUNTRY GROUP
(707) 520-0129**



Sheila Deignan,
Realtor®

WEBSITE

sheiladeignan.com

EMAIL

sheila@sheiladeignan.com

MANAGER

Sheila Deignan, Realtor®

SERVICES

Residential Real Estate Sales & Purchases, Luxury Home Marketing, Comparative Market Analysis, Seniors Real Estate, Relocation Assistance

HOURS

Mon – Fri: 8:30am – 5:30pm
Nights and Weekends by Appt.

CERTIFICATION/TRAINING

Certified Residential Specialist (CRS), Resort and Second-Home Property Specialist (RSPS) Certification, Seniors Real Estate Specialist (SRES), Certified Luxury Home Marketing Specialist (CLHMS), CLHMS Million Dollar Guild, EcoGreen Certified Real Estate Agent

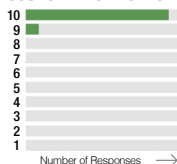
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2487



DIAMOND CERTIFIED RATINGS DASHBOARD based on **48** random customer surveys since February 2018

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 00944527
- ✓ Current Complaint File
- ✓ Business Practices

MIKKIMOVES REAL ESTATE, INC.

(707) 219-6230

2322 Midway Drive
Santa Rosa, CA 95405

(707) 200-1355

805 7th Street
Eureka, CA 95501



WEBSITE

www.mikkimoves.com

EMAIL

info@mikkimoves.com

MANAGER

Michelle Cardoza, Owner

SERVICES

Residential & Investment Real Estate
Sales & Purchases
Short- & Long-Term Planning

HOURS

Mon – Fri: 10am – 5pm
Evenings & Weekends: By Appointment

GUARANTEES

Service Guarantee

EMPLOYEES

20 (15 Agents)

CERTIFICATION/TRAINING

Seniors Real Estate Specialist (SRES)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2337

MikkiMoves Real Estate, Inc. helps clients buy and sell all types of residential, commercial and investment properties in Sonoma, Napa, Humboldt, and Trinity Counties. The company is also certified to help senior citizens navigate the process of selling their family homes, and it provides short-term and long-term real estate planning services for its clients' convenience.

Owner Michelle Cardoza says MikkiMoves Real Estate's focus on educating its clients has been a crucial aspect of its success. "We're here to give our clients all the guidance they need to make one of the biggest decisions of their lives. Whether we're helping them get the best deals or trying to protect them from purchasing homes that aren't a good fit, we're always looking out for their best interests."

In addition to taking care of its clientele, MikkiMoves Real Estate makes a point of giving back to its community. "For example, with every transaction we close, we donate 1 percent of the proceeds to a local nonprofit of the client's choice in the client's name with our 'Giving on the Move' program," explains Ms. Cardoza. "We also extend our passion for education by holding consumer workshops for the public. Our clients really appreciate how committed we are to our community."

COMPANY PHILOSOPHY

"Our mission is to help Buyers and Sellers on their real estate journeys by providing them with education and support every step of the way. By combining a full-service team approach with the industry's latest technology, we're able to provide a superior real estate experience for every client."

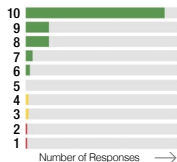
EXCERPTED SURVEY RESPONSES

"She is fantastic. She went way out of her way to help us, all hours of the day, to make sure we were satisfied and got what we wanted."—James M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since February 2016

CUSTOMER SATISFACTION

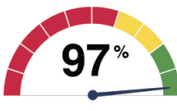


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 01913386
- ✓ Current Complaint File
- ✓ Business Practices

Creative Roofing of Northern California provides reroofing and new roof installation services for residential and commercial clients in Sonoma, Marin, and Napa Counties. The company works on both steep and low slope roofing and has experience with a variety of roofing materials, including tile, composite shingles, slate, modified bitumen and metal. It's also a certified installer of Pabco, IB and Versico roof systems.

President Gabriel Diaz has more than 40 years of experience in roofing installation, estimating and contract management. He established Creative Roofing of Northern California to take on ambitious roofing projects throughout the North Bay. "As our name implies, we enjoy the challenge of implementing new products and techniques," says Mr. Diaz.

Creative Roofing of Northern California emphasizes the importance of client communication—its sales and management teams use their first-hand field knowledge to effectively explain the roofing process to customers and clearly address their questions and concerns. "The ultimate success of our projects begins and ends with our ability to work effectively with our clients," says Mr. Diaz.

COMPANY PHILOSOPHY

"Our customers are our primary concern. We make sure they understand and approve the steps involved in their roofing projects, and we always keep them updated on our progress. We approach every job with the goal of building the best possible roof, and that focus has translated to a dedicated clientele base of repeat customers."

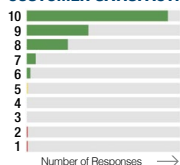
EXCERPTED SURVEY RESPONSES

"They came out when they said they would, they did the job and everything was cleaned up very nicely. Everything with the job went very smoothly."—Mervyn S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **290** random customer surveys since July 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

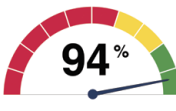
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 743007
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CREATIVE ROOFING OF NORTHERN CALIFORNIA

(707) 588-9889

Serving Sonoma, Marin and Napa Counties



Creative Roofing of Northern California



Gabriel Diaz established Creative Roofing in 1985.

WEBSITE

www.creativeroofing.com

EMAIL

sales@creativeroofing.com

MANAGER

Gabriel Diaz, President

SERVICES

New Roofs	Metal	TPO
Reroofing	Shingle	PVC
Slate	Tile	

HOURS

Mon – Fri: 7am – 12pm
1pm – 5pm

EMPLOYEES

20

CERTIFICATION/TRAINING

Certified With Pabco, IB Roof Systems and Versico

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/115

JOE MOORE PAINTING & ROOFING

(707) 837-0620 Office
(707) 494-4920 Cell

P.O. Box 2264
Windsor, CA 95492

Serving Sonoma County



WEBSITE

www.joemoorepainting-roofing.com

MANAGER

Joe Moore, Owner

SERVICES

Commercial & Residential
Interior & Exterior Painting
Full-Service Roofing
Roof Repair

HOURS

Emergency Service Available

GUARANTEES

2-Year Warranty on Craftsmanship
Manufacturers' Warranties
on Materials
50-Year Warranty on GAF Weather
Stopper® Roof Systems

BRANDS

GAF, Kelly-Moore

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/622

Joe Moore Painting & Roofing serves residential and commercial clients throughout Sonoma County. In addition to using top-quality paints and materials to provide general painting and roofing services, the company offers leak repairs and can obtain products from any manufacturer or supplier upon a customer's request.

Owner and founder Joe Moore has been involved in the painting and roofing industry for more than 35 years. After honing his skills working for several of Sonoma County's largest roofing companies, he established Joe Moore Painting & Roofing in 2000. Mr. Moore says he and his experienced team welcome the challenge of working on commercial and residential structures.

COMPANY PHILOSOPHY

"We believe in an old-fashioned business philosophy: customers always come first. We offer a satisfaction guarantee that ensures they don't pay until they're happy with everything we've done."

EXCERPTED SURVEY RESPONSES

"They were very personable. The foreman was very nice. He always came to the job to check things out."—Cathy V.

"They're honest and they do good work. They also get the job done on time."—Logan A.

"I like the quality of the work. I was satisfied with everything they did."—Saundra S.

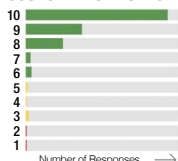
"They were very attentive to detail and very professional. They've done a few jobs for me, and on each job, the work was absolutely beautiful. They were recommended to me by some friends who were also very satisfied with them."—Ron P.

"They came out in the pouring rain to cover a leak in my roof and then replaced the whole thing as soon as the rain let up. I can't say enough good things about them. They are excellent."—Michael G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **266** random customer surveys since February 2005

CUSTOMER SATISFACTION



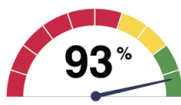
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 780163
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Trademark Roofing installs, repairs and removes all types of roofing systems for residential clients throughout Sonoma and Solano Counties. In addition to its general roofing services, the company performs roof inspections for real estate agencies, cleans roofs and gutters, and more. For the convenience of its customers, it also offers several financing options and is available for 24/7 emergency service.

Owner Chad Ariza established Trademark Roofing after working for other roofing companies that didn't meet his standards for quality and customer service. Mr. Ariza says he takes personal responsibility for every job his company undertakes. "I'm a hands-on owner, and I'm always available to answer questions and offer consultative advice and assistance. I've worked hard to earn a reputation for providing second-to-none workmanship and customer satisfaction."

To learn more about Trademark Roofing's services or to request a free estimate, Mr. Ariza invites potential clients to visit www.trademarkroofingco.com.

COMPANY PHILOSOPHY

"We stand behind our motto in everything we do: 'Quality workmanship is our trademark.' We value our customers and take pride in providing experiences that earn their rave reviews, repeat business, and referrals."

EXCERPTED SURVEY RESPONSES

"They were neat gentlemen. They did a nice job. I didn't have any leaks when it rained. What more can you want?"—A.M.S.

"I liked how quickly they got it done and how friendly they were. They were a cool group. Everything they did was pretty good. The price was reasonable, they cleaned up after themselves and they even gave me a senior discount."
—Maureen H.

TRADEMARK ROOFING

(707) 653-5986
(916) 538-2927

Serving All of Sonoma
and Solano Counties



WEBSITE

www.trademarkroofingco.com

EMAIL

tmroofs@yahoo.com

MANAGER

Chad Ariza, Owner

SERVICES

Roof Inspections
New Roofs and Reroofing
Roof and Gutter Cleaning
Roof Removal
Seamless Gutters

HOURS

24/7

EMPLOYEES

7

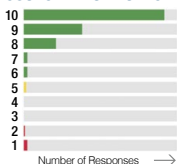
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1530



DIAMOND CERTIFIED RATINGS DASHBOARD based on **206** random customer surveys since May 2009

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

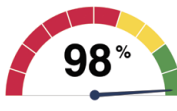
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 879232
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CRANDALL ROOFING INC.

(707) 387-4025

Serving the North Bay Area



Stanley Klaus, President

WEBSITE

www.crandallroofing.com

EMAIL

crandallroofing@aol.com

MANAGER

Stanley Klaus, President

SERVICES

Roofing Installation, Replacement & Maintenance

HOURS

Mon – Fri: 8am – 4pm

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2297

Crandall Roofing Inc. installs, replaces, and maintains roofs for residential and commercial clients in the North Bay Area. The company has experience with all types of roofing materials, including metal, tile, industrial flat and premium asphalt, and it has the training and equipment to work on projects of every size, from single-story homes to high-rise buildings and shopping centers.

President Stanley Klaus credits much of Crandall Roofing’s success to its honest, customer-oriented business approach. “Our integrity is one of the main reasons that we have such a loyal clientele base,” he says. “When we tell a client we’re going to do something, we do it, and if anything goes wrong during the process, we’ll do whatever it takes to make it right.”

Crandall Roofing’s experienced technicians are trained to work on virtually every type of roofing project, which Mr. Klaus says allows the company to consistently ensure high-quality results. “Our estimating team has more than 150 years of combined roofing experience, so we’re able to consolidate our expertise and solve all types of roofing problems. We love the process of diagnosing a problem, coming up with a solution and making the building look better in the process.”

COMPANY PHILOSOPHY

“Our goal is simple: provide our clients with high-quality, professional roofing services at reasonable prices. We have the experience and workforce to deal with almost any type of roof system, and we focus all our efforts on meeting the specific needs of our clients and their properties.”

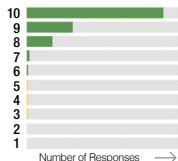
EXCERPTED SURVEY RESPONSES

“They got the work done and cleaned up well, with no horsing around. Plus, the roof looks great.”—Elaine H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **160** random customer surveys since November 2015

CUSTOMER SATISFACTION

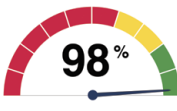


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 452195
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PIPE SPY MARIN, INC.

(707) 219-6015

Serving Sonoma, Marin, and San Francisco Counties



Pipe Spy Marin, Inc. inspects, diagnoses, repairs, and replaces sewer lines for residential and commercial clients in Sonoma, Marin, and San Francisco Counties. The company's comprehensive inspection process includes providing a written report, video and estimate that detail the condition of each customer's sewer line, which allows its technicians to customize their services to guarantee the best possible results.

President Myles O'Dwyer says his favorite part of working with sewer lines is solving the unique puzzle that every job presents. "Pipe work varies significantly from location to location—even if they're right next door to each other—so it takes quite a bit of investigation and problem solving to find the best solutions. We're challenged on a daily basis, but that's exactly what makes this type of work so interesting."

Pipe Spy Marin utilizes trenchless sewer replacement technology and pipe bursting techniques to maintain the integrity of its customers' properties. "Some people think you have to dig a big trench in a yard to replace a sewer line, but our trenchless capabilities allow us to burst and replace an entire pipe without disturbing the ground in between," explains Mr. O'Dwyer. "Our customers really appreciate having that option."

COMPANY PHILOSOPHY

"We understand how disruptive a sewer line problem can be to a household, so our main goal is to work as quickly and efficiently as possible so our customers can get back to normal. Sewer problems can really vary in terms of difficulty, but we always take the time to come up with the best solutions to our customers' problems."

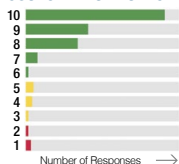
EXCERPTED SURVEY RESPONSES

"They were very professional and they did a good job. They were friendly and they knew exactly what they were doing."—Jeff B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since July 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

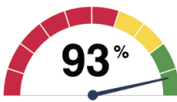
Number of Responses →

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 909818
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WEBSITE

www.pipespymarin.com

EMAIL

info.pipespy@gmail.com

MANAGER

Myles O'Dwyer, President

SERVICES

Sewer Line Inspection
Diagnosis
Repair & Replacement

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on All Work
and Pipe Materials
Manufacturers' Warranties

EMPLOYEES

15

CERTIFICATION/TRAINING

PACP Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1891

A AND P MOVING, INC.

(707) 927-2095
(415) 886-3303

111 Hamilton Drive
Novato, CA 94949
Serving the Greater Bay Area



WEBSITE

www.apmoving.com

EMAIL

darinaman@apmoving.com

MANAGER

Darcy Quinn, Owner
Darin Aman, President

SERVICES

Corporate & Residential Moving
Free Estimates
Interstate & International Moving
Record Storage
Household Storage
Shredding
Document Storage
Inventory Management

HOURS

Mon – Fri: 8am – 5pm
Weekends: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1490

A and P Moving, Inc. provides local, long-distance, and international relocation services for residential and commercial clients throughout the Bay Area. As an agent for Bekins Van Lines, the family-owned and operated company handles all aspects of packing, moving, and storing. Its employees are meticulously trained in safety procedures and proper handling techniques.

Founders Darin and Dale Aman say A and P Moving's success is due to the hard work and dedication of its longtime staff members, some of whom have been with the company since its inception more than 25 years ago. "All our employees take pride in facilitating the careful transport and safe delivery of our clients' belongings," says Darin Aman. "Taking care of customers is our top priority."

A and P Moving also offers document storage, shredding and inventory management services to Bay Area clients in many different industries, including medical, legal and government. The company stores important documents and files at its 45,000-square-foot Novato warehouse, which features code-compliant sprinkler systems and 24-hour monitored security systems.

COMPANY PHILOSOPHY

"Moving possessions and storing important documents can be a stressful experience, so we always strive to make every customer feel safe and secure with our services. We emphasize the importance of client communication, and we stay focused on the service aspect of our business. By drawing on our years of experience, we're able to simplify any move or storage project as much as possible."

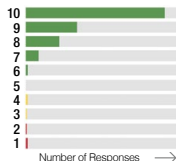
EXCERPTED SURVEY RESPONSES

"They were prompt and tidy. We didn't have any problems with them."—D.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **248** random customer surveys since January 2009

CUSTOMER SATISFACTION



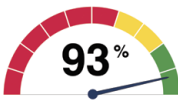
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0169034
- ✓ Current Complaint File
- ✓ Business Practices

Discount Best Blinds & Shutters provides a wide range of window covering products for residential and commercial clients in Sonoma and Marin Counties. As a Hunter Douglas Centurion Dealer, the company carries everything from blinds and shutters to sheer curtains and honeycomb shades at its Santa Rosa facility, and it also has the training and equipment to repair shutters, design window treatments, and more.

Owner Phil Skikos says Discount Best Blinds & Shutters' honest business practices have allowed it to build and maintain a loyal clientele base. "We focus on taking care of our customers and making sure they receive the best possible products and services, which they really appreciate. When they see us on the street, they're happy to say hello because they know we've treated them right."

Discount Best Blinds & Shutters is able to offer its customers a variety of deals on products, including limited lifetime warranties on Hunter Douglas window coverings and prices that are regularly 25 percent lower than other stores. "Our policy is always 'best quality,'" says Mr. Skikos. "With our experienced design professionals and quality products, we help our clients find solutions for their homes and budgets."

COMPANY PHILOSOPHY

"We treat our customers how we'd want to be treated, and that means providing them with high-quality products at good prices. As a locally-owned and operated company, we take our long-term commitment to our community seriously, and we're proud of the professional services we provide."

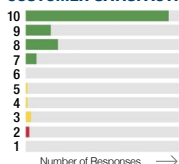
EXCERPTED SURVEY RESPONSES

"They have extremely helpful service and they did a wonderful job. They were excellent—every company should be as good."—Peggy D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since November 2016

CUSTOMER SATISFACTION



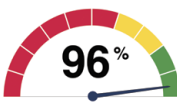
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- Unlicensed (No license required for jobs < \$500)
- ✓ Current Complaint File
- ✓ Business Practices

DISCOUNT BEST BLINDS & SHUTTERS

(707) 219-8648

2790 Santa Rosa Ave, Ste 100-B
Santa Rosa, CA 95407

Serving Sonoma
and Marin Counties



WEBSITE

www.discountbestshuttersandblinds.com

EMAIL

discountbestblinds@yahoo.com

MANAGER

Phil Skikos, Owner

SERVICES

Blinds, Shutters, Sheer Curtains
& Honeycomb Shades
Shutter Repair
Window Covering Measuring
& Installation
Window Treatment Design

HOURS

Mon – Sat: 10am – 4pm

GUARANTEES

Limited Lifetime Warranty on Hunter
Douglas Window Coverings

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2398

CHARLES WINDOW & DOOR COMPANY

(415) 742-1926

1505 Francisco Blvd East
San Rafael, CA 94901



WEBSITE

www.charleswindows.com

EMAIL

customerservice@charleswindows.com

MANAGER

Niko Frithiof, Owner

SERVICES

Master Installers of Windows: Wood, Fiberglass, Aluminum and Vinyl
Doors: Patio Doors, French Doors and Full Front Door Systems
Preferred Remodeler of Fiber Cement Siding: James Hardie Siding Products
New Construction Installation
Remodel Retrofit Installation

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: 10am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

Lifetime Warranty on All Installations

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/561

Charles Window & Door Company (CWD) delivers quality window, door and siding projects, from simple replacements to full renovations. The family-owned and operated company won the 2014 National Dealer of the Year, Excellence in Installation award from Window & Door magazine. CWD offers complete service for home improvements, including product consultation, design, a dedicated project management team, “peace of mind” installations by specialists, and lifetime protection and care. The company’s award-winning San Rafael showroom showcases products from top manufacturers such as Milgard, Marvin, Integrity, Andersen and Simonton, and it also features James Hardie siding.

CWD has been in business for 24 years. Owner Niko Frithiof, who began his relationship with the company more than 15 years ago, says, “As a contractor myself, I knew the importance of solid installation skills, so I turned to the experts at CWD and was struck by their quality products and attention to detail.”

CWD distinguishes itself by being the only installing Andersen Dealer in the Bay Area; a James Hardie Premier Contractor; and an Authorized Installing Retailer for Marvin, Simonton, and other manufacturers.

COMPANY PHILOSOPHY

“Our in-home consultants are committed to sitting on the same side of the table with our customers; listening to them; helping them understand the issues, risks and possibilities; working with their budget; and determining the best solutions for their exact needs. We believe the best home improvement and lowest cost comes from doing it right in the first place.”

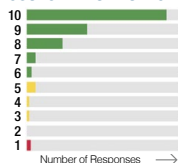
EXCERPTED SURVEY RESPONSES

“The product was excellent and they did what needed to be done.”—F. C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **336** random customer surveys since December 2004

CUSTOMER SATISFACTION



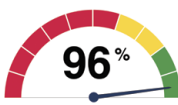
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 840757
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Complete Solar Solution designs and installs customized solar power solutions throughout most of California. The company's innovative approach to solar power solutions provides homeowners with optimized systems chosen from among hundreds of manufacturer and financing options, which eliminates the need for them to solicit multiple bids from different installers and manufacturers.

CEO Will Anderson says Complete Solar Solution sets itself apart by taking the time to match clients with the right systems for their needs instead of only presenting options from select manufacturers. "Since we aren't committed to any single manufacturer, we're able to look at all types of brands, technologies and installation techniques to determine the optimal solar power system for each individual home."

Complete Solar Solution utilizes custom financing and its proprietary HelioQuote™ software to make the solar process as simple and affordable as possible for its clients. "We want people to know that going solar is simple, fast and will save thousands of dollars on their electrical bills," says Mr. Anderson.

COMPANY PHILOSOPHY

"Our goal is to provide the best solution for every client, regardless of their situation. We understand the solar purchasing process can be complex and frustrating, so we act as advocates for our customers and represent them every step of the way to ensure they have positive experiences."

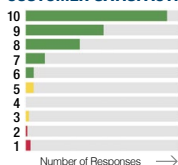
EXCERPTED SURVEY RESPONSES

"[I liked] the time factor; it only took a few weeks. We were all hooked up with everything, including PG&E. I know other people who used another company and it took them months to get everything set up."—Betsy K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since June 2013

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 961988
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

COMPLETE SOLAR SOLUTION

(877) 597-0581

Serving the San Francisco Bay Area, Monterey Peninsula and Napa Valley

Complete
Solar



Will Anderson, CEO

WEBSITE

www.completesolar.com

EMAIL

sunshine@completesolar.com

MANAGER

Dave Anderson, Chief Revenue Officer

SERVICES

Residential Solar System Solutions

HOURS

Mon – Fri: 8am – 8pm
Sat: 9am – 4pm

GUARANTEES

20-Year Warranty on Solar Panels

EMPLOYEES

60

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2030

STORAGE MASTER SELF STORAGE

(707) 925-2974

3205 Dutton Avenue
Santa Rosa, CA 95407



WEBSITE

www.StorageMasterSR.com

EMAIL

stomas@storagemastersr.com

MANAGER

Ted Shurtleff, Regional Manager
Patty Frazzetta, Regional Manager

SERVICES

Self Storage

HOURS

Office Hours

Mon – Sat: 9am – 6pm
Sun: Closed

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

4

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1583

Storage Master Self Storage offers year-round access to more than 1,400 storage units of various sizes at its Santa Rosa facility. The locally-owned and operated company implements a variety of security measures that are designed to protect its units, including electronic gate systems, surveillance cameras and regular security patrols. It also provides mailboxes, individually alarmed units and more.

Regional Managers Ted Shurtleff and Patty Frazzetta bring a vast amount of managerial and customer service experience to Storage Master Self Storage, which they use to offer personalized service to each client. “We train all our employees to treat customers with courtesy and respect,” says Ms. Frazzetta. “We understand they’re here because they have specific storage needs, so our primary goal is to help them fulfill those needs.”

Storage Master Self Storage is proud to be the first storage company in Sonoma County to be solar powered. In addition to implementing environmentally-friendly business practices, the company is an advocate for community involvement and actively supports several Sonoma County schools, businesses, and organizations.

COMPANY PHILOSOPHY

“Customer service has always been our number one priority. We treat our clients like people, not business transactions. We work hard to make their experiences affordable and positive, and we strive to build lasting relationships with them so they’ll return and refer us to their families and friends.”

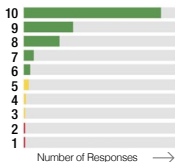
EXCERPTED SURVEY RESPONSES

“The people I deal with are friendly and helpful. I’ve been using them since 2006. They give me courtesy calls if I miss a payment.”
–Raymond C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **350** random customer surveys since November 2009

CUSTOMER SATISFACTION



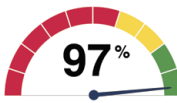
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Roger's Pool & Spa Service Inc. maintains pools and spas and repairs related equipment for residential and commercial clients throughout the North Bay. The company replaces and installs pumps, filters, heaters, automatic pool cleaners, valves, pool solar covers, and pool solar panels from top manufacturers such as Pentair, Sta-Rite, Polaris, Raypak, Jandy, Aquarite, Hayward and Waterway. Its Sebastopol retail outlet also sells chemicals, pool cleaners, Little Giant-brand fountains and waterfalls, underwater lights, and more.

CEO John Pittman says Roger's Pool & Spa Service has built a reputation for treating each of its customers fairly and always providing the best possible pool maintenance services. "We emphasize the importance of customer service above all. Our experienced, friendly staff members are highly trained and ready to help."

COMPANY PHILOSOPHY

"We understand the importance of keeping long-term customers, so we work hard to exceed their expectations for pool and spa service. In a small community, a business is only as strong as its last client's satisfaction, and we bring that attitude to every job. Our high customer satisfaction rate is a direct result of our prompt response times and personalized service."

EXCERPTED SURVEY RESPONSES

"They're straightforward people. I had a problem and they saved me quite a bit of money by coming out and fixing a pipe instead of having me go out and replace the whole thing."—Rick D.

"They're always on time and they gave me a good price on a hot tub repair. They always answer the phone and are reliable for any problems."—Laurie H.

"They came over right away and got the job done, compared to another place that took two weeks to come and didn't even get it done!"—John T.

ROGER'S POOL & SPA SERVICE INC.

(707) 676-3984

960 Gravenstein Hwy S, Unit A
Sebastopol, CA 95472

Serving Petaluma to Windsor
and Sonoma to the Coast



Pool & Spa Service, Inc.

WEBSITE

rogerspoolnspace.com

EMAIL

rogerspools@comcast.net

MANAGER

John Pittman, Officer
David Misbach, Officer

SERVICES

Weekly Pool Maintenance
Equipment Replacement or Repairs
Pool/Spa Supplies

HOURS

Mon – Fri: 9am – 5pm
Sat: 9am – 1pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

11

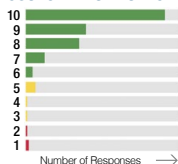
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/405



DIAMOND CERTIFIED RATINGS DASHBOARD based on **393** random customer surveys since April 2004

CUSTOMER SATISFACTION



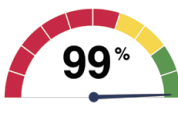
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 902650
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PETERSON TILE

(707) 728-5924

Serving the North Bay



Peterson Tile recently completed this ceramic tile project in Santa Rosa.

WEBSITE

www.petersontile.com

EMAIL

contact@petersontile.com

MANAGER

Carol and Gary Peterson, Owners

SERVICES

Commercial & Residential
Custom Installation
New Construction
Remodeling

HOURS

Mon – Fri: 7am – 4pm

CREDIT CARDS

Discover, MasterCard, Visa

EMPLOYEES

19

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/298

Peterson Tile is a full-service tile and stone contractor that serves residential and commercial clients throughout the North Bay. The company provides and installs tile and stone products for a variety of remodeling, custom home, and home repair projects, and it works closely with several major and local distributors to offer the best possible selections and prices.

Owner Gary Peterson has been working in the tile trade for more than 30 years. He established Peterson Tile to apply his expertise and knowledge to Bay Area construction projects of all sizes. “My top priority has always been to provide high-quality tile services and superior customer satisfaction,” says Mr. Peterson.

Peterson Tile emphasizes the importance of staying updated on the tile industry’s technological and procedural advancements. “This business has seen a lot of changes over the years,” says Mr. Peterson, “and we’re dedicated to keeping current on those changes to better serve our customers.”

COMPANY PHILOSOPHY

“We take pride in our workmanship and enjoy interacting with our clients, which makes it easier to provide excellent service. Our number one priority is to make our customers happy, and we’ve been able to achieve that goal by offering quality, professional tile and stone work.”

EXCERPTED SURVEY RESPONSES

“The workers were courteous, gave us choices and showed up on time.”—W.B.

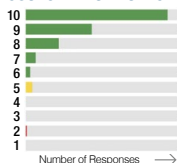
“They are upfront, honest, punctual, and they get the job done when it is supposed to be done.”—M.C.

“They do what they say and are aboveboard.”—F.H.R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 239 random customer surveys since August 2003

CUSTOMER SATISFACTION



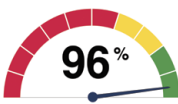
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 701394
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Fine Tree Care provides a full range of tree services for residential, commercial and estate clients in Sonoma, Humboldt, Napa, Solano, Marin, and San Francisco Counties, handling everything from evaluations, individual tree pruning and preventative care programs to hazardous tree removal and timber management. Along with standard pruning, the company has established itself as an industry leader in pre-fire vegetation management plans complete with fire mimicry and soil remineralization. Fine Tree Care is best known for being responsive to each individual client's needs, resulting in highly personalized tree care services.

Owner Jeff Rebischung started his career in the timber industry, where he saw the need for a tree service with an approach toward helping clients enjoy tailored landscapes that were in balance with nature. "It seemed there was a niche in successfully integrating full spectrum forestry, urban arboriculture, fire science and the human desire to shape landscapes to suit our needs—and to do this with the utmost sensitivity to our natural resources," he says. "Our interdisciplinary approach allows us to solve complicated challenges and increase our clients' property values."

COMPANY PHILOSOPHY

"Our goals are to provide our clients with the very best overall experience of any service provider, to perform the highest quality work available in our industry and to offer the greatest amount of quality work for every dollar spent. We're in this business for the long term, so we want to make sure our clients are absolutely satisfied with our work every time."

EXCERPTED SURVEY RESPONSES

"I had them come over to trim some of my trees. I thought they worked in a very professional and time-efficient manner. I was totally satisfied with the quality of their work."—Karen P.

FINE TREE CARE

(707) 865-6897

Serving All of Sonoma, Humboldt, Napa, Solano, Marin and San Francisco Counties



WEBSITE

www.sonomatree.com

EMAIL

jeff@sonomatree.com

MANAGER

Jeff Rebischung, Owner

SERVICES

General Tree Care & Pruning
Specialty Tree Pruning
Boutique Timber Harvesting

HOURS

Mon – Fri: 7am – 5pm
Evenings/Weekends by Arrangement
Phone Calls Answered 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

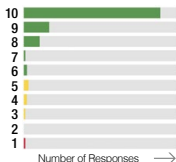
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1837



DIAMOND CERTIFIED RATINGS DASHBOARD based on **122** random customer surveys since February 2012

CUSTOMER SATISFACTION

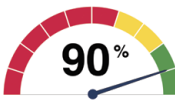


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 947598
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SUMMIT TREE CARE

(707) 219-8444

Serving Sonoma, Marin and Napa Counties

WEBSITE

www.summittreecare.com

EMAIL

summittree@yahoo.com

MANAGER

Bob Alvarez, Owner

SERVICES

- Tree Care
- Tree Removal
- Tree Trimming
- Portable Sawmill Service
- Custom Milling
- Bobcat/Skid-Steer & Crane Service
- All-Terrain Stump Removal
- Tree Replacement & Timber Products
- Lumber & Firewood Sales
- Removal & Replacement Specialist

HOURS

Mon – Sat: 7am – 7pm

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1897

Summit Tree Care provides a variety of tree care services for residential and commercial clients in Sonoma, Marin, and Napa Counties, handling everything from basic trimming and maintenance to tree and shrub removals. The company utilizes a wide range of state-of-the-art equipment to streamline the tree care process as much as possible, including aerial lifts, brush chippers and stump grinders.

Owner Bob Alvarez credits much of Summit Tree Care’s success to the expertise and longevity of his employees, many of whom have been with the company since its founding more than 40 years ago. “Our customers like that we’ve had the same employees since the beginning,” he says. “It says a lot about how we treat our employees and how they treat our customers in turn.”

Summit Tree Care provides the same crew for every job, which allows its tree care specialists to develop a familiarity with each property and its trees that ultimately ensures a high level of customer satisfaction and loyalty. “Our customers really appreciate how safe, prompt, reliable and courteous we are,” says Mr. Alvarez. “With the combination of our modern equipment and highly experienced employees, our customers find great value in the services we provide.”

COMPANY PHILOSOPHY

“We take pride in our work and care about every aspect from start to finish. Our goal is to treat every customer fairly and provide the safe, efficient tree work they’re looking for.”

EXCERPTED SURVEY RESPONSES

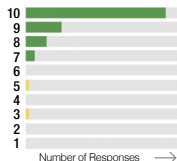
“I like that the work crew knows what they are doing. They are highly trained, skilled and attentive to detail.”—Julie D.

“This company does very good work at a reasonable price. They have the skills and the expertise.”—Claire K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **71** random customer surveys since August 2012

CUSTOMER SATISFACTION



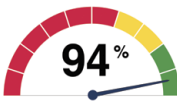
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 683564
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Master's Touch Upholstery provides a wide range of reupholstery services for residential and commercial clients in Sonoma, Napa, Marin, Mendocino, and Lake Counties. In addition to reupholstering all types of modern and antique furniture, the company has the in-house capabilities to make custom products like headboards.

Owner Dan Skiles Jr. says Master's Touch Upholstery's small size allows him to complete projects as quickly and efficiently as possible. "A lot of upholstery companies leave their customers' furniture sitting around their shops for months, but I have what it takes to get the job done in a couple of weeks. I really enjoy taking a broken-down piece, bringing it back to life and seeing the look on the client's face when they realize they have brand-new furniture to enjoy."

Master's Touch Upholstery offers a comprehensive warranty on upholstery fabric that's treated with Fiber ProTector® Bay Area, one of the most technically advanced fiber protection systems on the market. "Fiber ProTector prolongs the life of upholstery, provides easier spot removal, effectively shields against oil- and water-based stains, and improves professional cleaning," says Mr. Skiles. "Not only does it save time and money, it also provides peace of mind."

COMPANY PHILOSOPHY

"I want every customer to have a positive experience, so I focus on doing high-quality work that leaves them completely satisfied. By paying attention to details and utilizing my old-world craftsmanship, I'm able to turn old pieces of furniture into beautiful works of art."

EXCERPTED SURVEY RESPONSES

"They had a great selection of fabric swatches that they let me take home to pick, which was great."
—Erin C.

MASTER'S TOUCH UPHOLSTERY

(707) 200-7463

468 Yolanda Ave, Suite 205

Santa Rosa, CA 95404

Serving Sonoma, Napa,
Marin, Mendocino
and Lake Counties



WEBSITE

www.masterstouchupholstery.com

EMAIL

mtu468@gmail.com

MANAGER

Dan Skiles Jr., Owner

SERVICES

Antique & Modern Furniture
Reupholstery
Headboards

HOURS

Mon, Thu, Fri: 9am – 5pm
Tue, Wed: 9am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Fabric Treated With the Fiber ProTector® Bay Area Treatment
Option

BRANDS

Duralee, Fabricut, Kravet,
Pindler & Pindler, Robert Allen

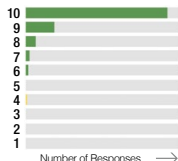
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2347



DIAMOND CERTIFIED RATINGS DASHBOARD based on **151** random customer surveys since April 2016

CUSTOMER SATISFACTION



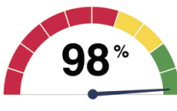
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

CULLIGAN WATER OF SONOMA COUNTY

(707) 706-3947

**1236 Cleveland Avenue
Santa Rosa, CA 95401**



WEBSITE

www.culligansantarosa.com

EMAIL

heyculman@aol.com

MANAGER

Jim Fisher, President
Barry Fisher, Partner

SERVICES

Water Treatment Systems
Well Water and Problem Water
Drinking Water Systems
and Bottled Water
Filters, Softeners, Custom Water
Treatment Solutions
Reverse Osmosis
Deionization
UV Systems
Ozone Systems

HOURS

Mon – Fri: 8am – 5pm
Sat: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

100% Satisfaction Warranty

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/102

Since 1945, Culligan Water of Sonoma County has been providing a wide range of water treatment services for residential and commercial clients throughout Sonoma County. The company’s technicians are Culligan-trained and certified to repair, service and maintain all major brands of water softeners, water purifiers, water filters and drinking water systems. Its nationwide network of more than 800 dealers allows it to quickly access products that meet customers’ specific water needs, including reverse osmosis units and filtered showerheads.

Jim and Barry Fisher are third-generation owners of Culligan Water of Sonoma County, and they say they’re proud to continue the company’s long-standing reputation for providing Sonoma County communities with high-quality water products and services. “We have both a national name and a local footprint, and our extensive experience makes us knowledgeable about most water problems people are likely to face.”

Culligan Water of Sonoma County also delivers bottled water to homes and businesses, and it can install filtration systems on existing water supplies for environmentally-conscious customers.

COMPANY PHILOSOPHY

“Our mission is to deliver high-quality water treatment products that will benefit every part of our customers’ lives. We adhere to strict procedures and policies to ensure we maintain a high level of customer satisfaction. If a client is ever dissatisfied with our products or services, we’ll do everything we can to make them happy.”

EXCERPTED SURVEY RESPONSES

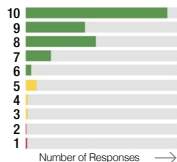
“They’re prompt and they resolve problems ASAP.”—Elizabeth B.

“I like the quality of the water and the delivery schedule is convenient.”—Claudia L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **468** random customer surveys since June 2002

CUSTOMER SATISFACTION



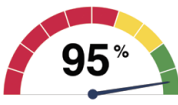
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 248084
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Weeks Drilling & Pump Company has been providing residential and commercial water solutions for customers throughout the Bay Area for more than 100 years. The company offers a variety of services from its Sebastopol headquarters, including well drilling, pump and tank installations and repairs, and water testing and treatment. Its specialty is designing and constructing new wells to suit customers' individual needs, and it also repairs and rehabilitates existing wells.

CEO Chris Thompson says Weeks Drilling & Pump Company's longevity has endeared the company to its clients. "Our predecessor was called Finnell and Harden Hardware, and it was sold to the Weeks family shortly before 1906," he explains. "Over that time, we've developed a very loyal client base. We handle jobs of every size, from installing residential filters to servicing complex industrial water systems."

Weeks Drilling & Pump Company's drilling department has more than 150 collective years of experience and, according to Mr. Thompson, has completed more than 20,000 well projects throughout Northern California. The company offers 24-hour emergency service and promotes environmental practices, including geothermal drilling used for heating and cooling.

COMPANY PHILOSOPHY

"We are committed to providing comprehensive well water care. Our three departments—Water Well Drilling, Pump Service and Repair, and Water Treatment—work cohesively to provide the best possible customer experience."

EXCERPTED SURVEY RESPONSES

"They came out on a day's notice, installed the pump and did the job very professionally."
—Kirk Z.

WEEKS DRILLING & PUMP COMPANY

(707) 418-8956
(877) 813-7814

6100 Highway 12
Sebastopol, CA 95472

Serving Sonoma, Marin,
Mendocino, Napa and
Lake Counties



WEBSITE

www.weeksdrilling.com

EMAIL

WaterInfo@WeeksDrilling.com

MANAGER

Chris Thompson, CEO

SERVICES

Water Well Drilling
Pump System Installation
Water Treatment

HOURS

Mon – Fri: 7am – 5pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa

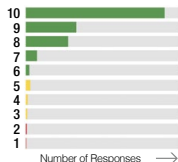
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/407



DIAMOND CERTIFIED RATINGS DASHBOARD based on **502** random customer surveys since April 2004

CUSTOMER SATISFACTION



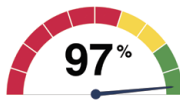
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

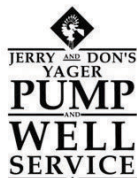
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 177681
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JERRY AND DON'S YAGER PUMP AND WELL

(707) 925-2988

Serving Sonoma, Marin
and Napa Counties



WEBSITE

www.jerryanddonsyager.com

EMAIL

jim@jerryanddonsyager.com

MANAGER

Jim and Gary Mickelson, Owners

SERVICES

- Air Gap Systems
- Fire Protection
- Pump & Well Repairs
- Storage Tanks & Booster Systems
- Water Treatment
- Well Drilling

HOURS

Mon – Fri: 7am – 5pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa

BRANDS

Goulds, Grundfos, Hydromatic, Myers

EMPLOYEES

18

CERTIFICATION/TRAINING

- Water Treatment Operators
- Water Distribution Operators

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1573

Jerry and Don's Yager Pump and Well installs, upgrades, repairs, and rebuilds wells and pump systems for residential, commercial, agricultural, and municipal clients in Sonoma, Marin, and Napa Counties. The company also installs storage tanks and booster systems; offers water testing, filtration and purification; and provides 24-hour emergency pump services.

Owners Jim Mickelson and Gary Mickelson say they're proud to install only the highest-quality pumps from well-known manufacturers that have stood the test of time, including Goulds, Grundfos, Hydromatic and Myers. "We have a huge inventory of parts on hand—virtually everything one needs for a water system," says Jim Mickelson. "We strive to save our customers time and money."

Jerry and Don's Yager Pump and Well's experienced staff members can design and install complete water systems that are tailored to clients' specific needs, and they attend regular training seminars and trade shows to stay abreast of the latest industry products and technology. "Our pump technicians take great pride in their work," says Mr. Mickelson. "They can handle any job, from a single dwelling to a municipal water system."

COMPANY PHILOSOPHY

"We believe that if we take good care of both our employees and our clients, the rest takes care of itself. Much of our business is referral-based, so our best advertisements are the recommendations of happy customers. Whatever their pump or well situations, they can expect to receive prompt, expert attention."

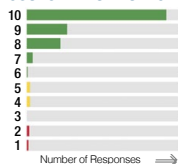
EXCERPTED SURVEY RESPONSES

"I liked their promptness and reliability. They were courteous and they fixed the problem like they always do."—Andrew B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since October 2009

CUSTOMER SATISFACTION



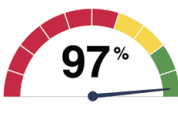
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 424778
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Creative Window Fashions, Inc. (CWF) is a Hunter Douglas Gallery that provides and installs window coverings for residential and commercial clients throughout the North Bay Area. CWF offers a large variety of products from leading manufacturers to ensure the best fit for every window covering application. The company's 2,500-square-foot showroom, located in Rohnert Park, has all the latest products available, including the new PowerView Motorization line from Hunter Douglas.

CEO Duane Vos says CWF's in-house specialists, who have more than 35 years of combined experience in their fields of expertise, set the company apart from its competition. "I'm a veteran in hard window coverings and Tom Rhodes is an expert in motorized window coverings and shutters, including installation. From the initial design consultation to the installation, we assure a pleasant and professional experience. Our combination of industry knowledge and an approachable business style greatly benefits our clients. We understand their homes are their most valuable investments, and we take great pride in enhancing those investments."

COMPANY PHILOSOPHY

"We believe in the importance of continuous customer service. On the rare occasion when a vcustomer needs repair service after the sale, we are happy to thoroughly address warranty and non-warranty issues, even many years later. Our product knowledge and dedication to our customers make us unique in our industry. Our ultimate goal is to provide excellent service at competitive prices."

EXCERPTED SURVEY RESPONSES

"They were reliable, on time for our appointment, and they gave us good customer service. They were very friendly and they delivered exactly what we expected."—Sabine S.

CREATIVE WINDOW FASHIONS, INC.

(707) 408-2914

5755 Redwood Dr
Rohnert Park, CA 94928



WEBSITE

myCWF.com

EMAIL

Sales@MYCWF.com

MANAGER

Duane Vos, CEO

SERVICES

Free In-Home Consultations
Hunter Douglas Design Specialist
Sales & Installation Services

HOURS

Mon – Fri: 9am – 5pm
Sat: 10am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Hunter Douglas, Graber, Many More

EMPLOYEES

7

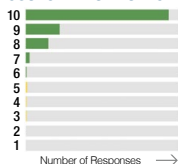
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1705



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since January 2011

CUSTOMER SATISFACTION



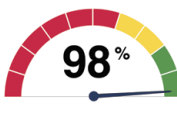
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 823449
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DISCOUNT BEST BLINDS & SHUTTERS

(707) 219-8648

2790 Santa Rosa Ave, Ste 100-B
Santa Rosa, CA 95407

Serving Sonoma
and Marin Counties



WEBSITE

www.discountbestshuttersandblinds.com

EMAIL

discountbestblinds@yahoo.com

MANAGER

Phil Skikos, Owner

SERVICES

Blinds, Shutters, Sheer Curtains
& Honeycomb Shades
Shutter Repair
Window Covering Measuring
& Installation
Window Treatment Design

HOURS

Mon – Sat: 10am – 4pm

GUARANTEES

Limited Lifetime Warranty on Hunter
Douglas Window Coverings

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2398

Discount Best Blinds & Shutters provides a wide range of window covering products for residential and commercial clients in Sonoma and Marin Counties. As a Hunter Douglas Centurion Dealer, the company carries everything from blinds and shutters to sheer curtains and honeycomb shades at its Santa Rosa facility, and it also has the training and equipment to repair shutters, design window treatments, and more.

Owner Phil Skikos says Discount Best Blinds & Shutters' honest business practices have allowed it to build and maintain a loyal clientele base. "We focus on taking care of our customers and making sure they receive the best possible products and services, which they really appreciate. When they see us on the street, they're happy to say hello because they know we've treated them right."

Discount Best Blinds & Shutters is able to offer its customers a variety of deals on products, including limited lifetime warranties on Hunter Douglas window coverings and prices that are regularly 25 percent lower than other stores. "Our policy is always "best quality,"" says Mr. Skikos. "With our experienced design professionals and quality products, we help our clients find solutions for their homes and budgets."

COMPANY PHILOSOPHY

"We treat our customers how we'd want to be treated, and that means providing them with high-quality products at good prices. As a locally-owned and operated company, we take our long-term commitment to our community seriously, and we're proud of the professional services we provide."

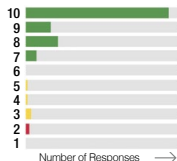
EXCERPTED SURVEY RESPONSES

"They have extremely helpful service and they did a wonderful job. They were excellent—every company should be as good."—Peggy D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since November 2016

CUSTOMER SATISFACTION



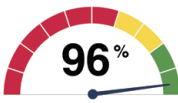
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- Unlicensed
(No license required for jobs < \$500)
- ✓ Current Complaint File
- ✓ Business Practices

GLASS WITH CLASS**(707) 901-7956****5625 State Farm Drive, Ste 7
Rohnert Park, CA 94928**

Glass With Class provides professional window washing services for residential and commercial clients in Sonoma and Marin Counties, including pure water scrub wash cleaning, mini-blind and gutter cleaning, water stain removal and scratch repair, screen repair and replacement, skylight cleaning, shower door glass restoration, and shutter cleaning. The company also cleans solar panels and removes paint, holiday lights, and other external accessories.

Owner Dave Hurwitz, who has more than four decades of window cleaning experience, founded Glass With Class in 1979. He started by going door-to-door to small businesses (while wearing a tuxedo, which is how the company got its name) and offering his services. Today, Mr. Hurwitz employs a crew of up to 12 employees.

Glass With Class uses environmentally-friendly washing materials and methods and drives biodiesel-fueled vehicles to jobsites. The company also provides free estimates and offers recommendations on window replacement, repairs, and restoration. Mr. Hurwitz invites potential customers to visit www.thebestwindowcleaners.com to view pricing, discounts, videos and more.

COMPANY PHILOSOPHY

“Our goal is to make our customers so pleased with our service that they call us for more work and recommend us to their friends, families, and neighbors. This job provides instant gratification—everything is dirty when we show up and clean when we leave—and we get a good feeling from knowing we’ve improved the aesthetic beauty of our clients’ homes or businesses.”

EXCERPTED SURVEY RESPONSES

“They were very thorough and on time, and we were very happy. Even though we have very tall windows, they were able to handle them.”—Michelle S.

WEBSITEwww.thebestwindowcleaners.com**EMAIL**glasswithclass@sbcglobal.net**MANAGER**

David Hurwitz, Owner

SERVICES

Window Washing
Commercial & Residential
Pure Water Scrub Brush Cleaning
Screen Repair & Replacement
Stain & Scratch Removal
Solar Panel Cleaning
Gutter Cleaning
Holiday Lights & Paint Removal
Mini Window Blind Cleaning
Shutter Cleaning
Shower Door Glass Restoration

HOURS**Office**

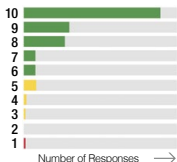
Mon – Fri: 9am – 5pm
Service Can Be Scheduled Any Day
of the Week

CREDIT CARDS

MasterCard, Visa, PayPal

EMPLOYEES

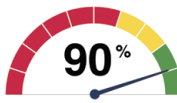
3-12

DIAMOND CERTIFIED COMPANY REPORTwww.dccert.org/1117**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **297** random customer surveys since July 2007**CUSTOMER SATISFACTION**

↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY

“Would you use this company again?”

HELPFUL EXPERTISE®

“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

SAVE ENERGY COMPANY

(707) 702-1918

(877) 312-1327

Serving Sonoma, Marin and San Francisco Counties



Save Energy Company offers a variety of window and door products at its Petaluma showroom.

WEBSITE

www.SaveEnergyCo.com

EMAIL

JGorman@SaveEnergyCo.com

MANAGER

John Gorman & Pat Gorman, Owners

SERVICES

Window Replacement
Sliding and French Door Replacement
Entry Doors

HOURS

Mon – Thu: 8:30am – 4:30pm
Fri: 8:30am – 4pm

CREDIT CARDS

Discover, MasterCard, Visa
Financing Available

CERTIFICATION/TRAINING

InstallationMasters Residential/Light
Commercial Window and Door
Installer (AAMA)
Lead Safety for Renovation, Repair
& Painting Refresher

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/51

Save Energy Company provides and installs energy-efficient windows and doors for residential clients throughout Sonoma, Marin, and San Francisco Counties. The family-owned and operated company celebrated its 30th anniversary in 2013. It continues to offer the industry’s top brands—such as Simonton, Milgard, Marvin and Cascade—and friendly, clean, expert installation crews.

Owners John and Pat Gorman established Save Energy Company in 1983 to provide energy-efficient solutions for their community. Since then, the firm has completed more than 20,000 projects and has been named one of the Top 500 Remodelers in the United States by Qualified Remodeler magazine. “We’re also the only company in our area to offer free one-year check-ups after window installations upon request,” says Mr. Gorman.

Save Energy Company’s website is full of valuable information and video presentations about how new windows, doors, and siding will transform a home to enhance energy efficiency, comfort, and visual appeal. “We do all we can to help our customers make informed decisions about these improvements,” says Mr. Gorman.

COMPANY PHILOSOPHY

“We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranties and installation workmanship guarantees, which ensure our clients receive products that perform to the highest standards. Ultimately, we want to help our customers select the right windows and doors to complement their homes.”

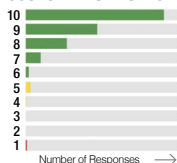
EXCERPTED SURVEY RESPONSES

“They’re reliable, they do spotless work and the product is good quality. We’ve used them twice and we’re about to use them a third time.”—Becky C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **462** random customer surveys since April 2002

CUSTOMER SATISFACTION



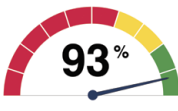
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 440356
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Northwest Exteriors offers a variety of home improvement products to residential customers in Sonoma, Marin, Napa, Lake, Mendocino and Solano Counties. The company provides energy-efficient windows and doors, siding, patio covers, and sunrooms.

When a customer first contacts Northwest Exteriors about a home improvement project, a company specialist begins by setting up a free in-home evaluation. A representative then weighs the customer's personal, environmental and financial goals to propose a custom solution from a choice of many different manufacturers. "We'll analyze our customers' wants and needs to determine the best possible products that will benefit them the most," says General Manager Rick Pellhum.

Northwest Exteriors' representatives are familiar with government programs and financing solutions, and they ensure homeowners have everything they need to maximize available incentives and affordably install their projects. The company is also a Master Distributor of Anlin Window Systems and installs CraneBoard and James Hardie siding products.

COMPANY PHILOSOPHY

"We never compromise when it comes to customer satisfaction. We aim to deliver quality materials and follow-through services that assure our customers we're the correct choice should a need arise in the future. In keeping with that goal, we don't take on more work than we can handle so we can deliver a quality product and experience each time."

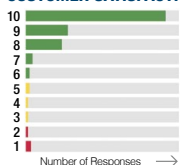
EXCERPTED SURVEY RESPONSES

"They were on time and the quality of the merchandise was good. I think they do an 'A-1' job. I've used them three times and I'm going to use them again."—Robert S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since August 2010

CUSTOMER SATISFACTION



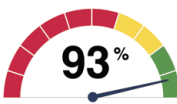
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 710798
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

NORTHWEST EXTERIORS

(707) 527-7770

720 3rd Street
Santa Rosa, CA 95404



WEBSITE

www.trustonnorthwest.com

EMAIL

santarosa@nwext.com

MANAGER

Rick Pellhum, General Manager

SERVICES

Windows & Doors	Siding
Retractable Awnings	Sunrooms
Plantation Shutters	Solar
Patio Covers	HVAC

HOURS

Mon – Fri:	9am – 5pm
Sat:	9am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available

GUARANTEES

Limited Lifetime Labor Warranty on Most Products
10-Year Workmanship Warranty on Solar Installations

EMPLOYEES

160

CERTIFICATION/TRAINING

EPA Lead-Safe Certified
Vinyl Siding Institute Certified Installer
AAMA InstallationMasters® Certified Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1671

Diamond Certified Expert Contributors


HELPFUL EXPERTISE® FROM OWNERS OF TOP RATED COMPANIES



If you're like most savvy consumers, you look for expert tips to help you make good decisions concerning your home, auto, health and professional needs. So, we asked Diamond Certified company owners to contribute their specialized industry expertise to help you. In the pages that follow, we've included just a few of these expert tips. You can easily access the full articles and the 1,000+ expert tips, articles, and videos from other Diamond Certified company owners at www.diamondcertified.org.


DIAMOND CERTIFIED EXPERT CONTRIBUTOR: ADVICE & TIPS FROM JOHN GORMAN

EXPERT CONTRIBUTOR PROFILE



John Gorman is a Diamond Certified Expert Contributor and the Owner of Save Energy Company, a Diamond Certified qualified.


EXPERT ARTICLES



How to Choose the Right Window Frame
By JOHN GORMAN of Save Energy Company

112 SHARES


EXPERT VIDEO TIP



How to choose window frames
with JOHN GORMAN of Save Energy Company

68 SHARES

Three Window Frame Options
Complete Video Transcription:
If you're shopping for windows, you'll need to decide whether to have wood, vinyl, or fiberglass frames. So, we're in Petaluma with Diamond Certified Expert Contributor, John Gorman of Save Energy Company to find out.
Diamond Certified Expert Contributor, John Gorman: Today I want to talk to you about window frames. When you replace your windows, you have three different options of different window frames you can use: vinyl, wood, and fiberglass.
Vinyl windows came in to replace old aluminum windows that were put in houses... Read more



John Gorman
Owner, Save Energy Company

How to Choose the Right Window Frame

Ultimately, the type of window frame you install in your home depends on three things: your aesthetic preferences, your budget and your county's building code. One of the most popular frame options is vinyl—it offers maximum energy efficiency, reduced condensation and minimal maintenance.

To read full article and more, visit:
www.dccert.org/johngorman

See More Online

Get free access to hundreds of Diamond Certified Expert Contributions at diamondcertified.org/find-expert-advice. Read helpful industry tips and information, watch useful video tips, get to know the Expert Contributor's background and interests, and more.

Expert tips are the opinions of Diamond Certified managers who have industry experience. Opinions and readers' interpretation of them will differ, so we do not provide you with an assurance that any given tip is accurate.

Diamond Certified Expert Contributors



Greg Baker

Owner, Valley Oak Landscaping, Inc.

Drip Irrigation Tip

To protect your drip irrigation system from sources of damage like sunlight and wildlife, it's best to install it beneath, rather than above, the soil. Besides providing protection, burying a drip system situates it closer to plants' root zones, which minimizes evaporation and makes for even more efficient watering.

To read full article and more, visit:
www.dccert.org/gregbaker



Debby Benson-Miller

Real Estate Agent, Prime Real Estate Services

Getting Pre-Approved for a Loan

The first step in your home search should be getting pre-approved for a loan, as this will allow you to act fast when you find a property you want to buy. Your best route to getting pre-approved is through a mortgage broker, who can approach multiple lenders and find one that's able to work with your particular circumstances.

To read full article and more, visit:
www.dccert.org/debbybensonmiller



Gregg Campbell

Owner, B & L Glass Company

New Windows: Retrofit or Replace?

Replacing windows is no problem for wood-sided houses, thanks to trim that hides the damage caused by cutting out the old windows. However, it isn't so simple for a brick or stucco house, since there's no trim to conceal the damage. In these cases, it's often more practical to retrofit the windows than replace them entirely.

To read full article and more, visit:
www.dccert.org/greggcampbell



Mikki Cardoza

Owner, MikkiMoves Real Estate, Inc.

Selling an Investment Property

If you plan on cashing out from the sale of an investment property, be aware that the proceeds will be subject to a 3.33 percent withholding fee at the close of escrow and you will face capital gains taxes. How much you end up paying will depend on several factors, including your income and how long you've owned the property.

To read full article and more, visit:
www.dccert.org/mikkicardoza

Diamond Certified Expert Contributors



Ryan Cordes

Manager, European Sales & Service

Mercedes-Benz Engine Oil

If you own a Mercedes-Benz, make sure you're using the right engine oil. If yours is a 1998 model or newer, it requires full synthetic oil. Some Mercedes-Benz models have diesel engines that require an even more specific type of synthetic oil, so be sure you and your mechanic are aware of this.

To read full article and more, visit:
www.dccert.org/ryancordes



Stanley Costa

Owner, SonoMarin Cleaning Services, Inc.

Steam Cleaning Your Refrigerator

If you want a cleaner refrigerator, consider purchasing a steam cleaner. This tool allows you to clean and sanitize the inside of your refrigerator without the need for chemical cleaners that can contaminate your food. You can also use a steam cleaner for other purposes, like cleaning your garbage disposal to eliminate odors.

To read full article and more, visit:
www.dccert.org/stanleycosta



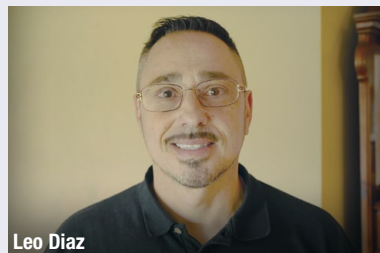
Jon Diamond

Owner, Moore Solar / Heating / Cooling

Air Conditioner Maintenance

For an air conditioner to function properly, its exterior unit needs to be kept clean. Regularly check your outdoor unit and make sure there are no shrubs growing too closely, as these can obstruct ventilation. If there are fallen leaves or debris on, in, or around the unit, use a leaf blower or broom to clear these away.

To read full article and more, visit:
www.dccert.org/jondiamond



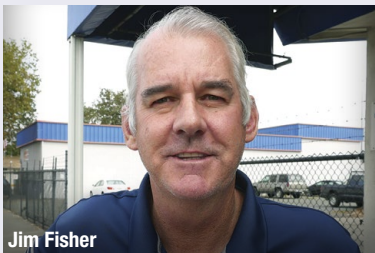
Leo Diaz

President, Diaz and Sons Construction

Inspecting Your Home Exterior

As a homeowner, it's good to routinely inspect your home exterior for potential problems. One thing you should inspect is the condition of the caulking around your windows and doors. Caulking protects these areas from moisture intrusion, but it isn't permanent, so you'll need to reapply it periodically.

To read full article and more, visit:
www.dccert.org/leodiaz



Jim Fisher

President, Culligan Water of Sonoma County

Hiring a Water Treatment Professional

When purchasing a new water filtration system, consider having it installed by a water treatment professional. Prior to installation, a technician will inspect your plumbing system and analyze your home's water to verify proper system specifications. A full-service company can also handle ongoing maintenance after installation.

To read full article and more, visit:
www.dccert.org/jimfisher



Daniel Gagne

Owner, Benjamin Franklin Plumbing

Water Heater Maintenance

A crucial plumbing maintenance step is to drain your water heater's tank once a year. This is important because of all the sediment in the water, which tends to collect and sit at the bottom of the tank. If this isn't routinely flushed, your water heater will gradually become less efficient and may even develop a leak at its base.

To read full article and more, visit:
www.dccert.org/danielgagne



Linda Gottuso-Guay

Vice President, Manzanita Landscape Construction, Inc.

Tip for Plant Selection

By researching your garden space, you'll know what types of plants will thrive there. Know your type of soil, how wet or dry it gets, and how much sunlight and shade each area receives. Pay attention to spots that are windy or exposed, poorly drained and hard to access—maintenance may be troublesome in these areas.

To read full article and more, visit:
www.dccert.org/lindagottusoguay



Chris Hampton

Owner, CDH Construction

Baseboard Installation Tip

If your home has rounded or "bullnose" corners, installing new baseboards can get complicated. One option is to buy some extra boards and cut out pieces to fit the corners. Keep in mind that the corners will have small gaps on the top, so you'll need to hire a skilled painter to fill them in and create a pleasing aesthetic effect.

To read full article and more, visit:
www.dccert.org/chrishampton

Diamond Certified Expert Contributors



David Hodges

Vice President, Vantreo Insurance Brokerage

Digital Insurance Platforms

One benefit of digital insurance platforms is they give employees 24/7 access to health plan information, including coverage, copays and preferred providers. That way, if they forget their insurance card or want to find a new doctor, they can log in online (or better yet, tap on their smartphone app) to get the needed information.

To read full article and more, visit:
www.dccert.org/davidhodges



Leila Jacobsen

Owner, Awncos Retractable

Treating Heavy Stains on Awnings

While basic cleaning will remove bird droppings and other mild stains on an awning, if yours has heavy stains like tree sap, you should take a couple of preliminary steps. Apply cornstarch to the stained area and use a straight edge to scrape off the excess. Afterward, you can clean using your normal procedure.

To read full article and more, visit:
www.dccert.org/leilajacobsen



Stan Jonah

Sales Manager, The Legacy Paver Group

Eco-Friendly Pavers

If you're concerned about the environmental impact of your paver installation, choose permeable pavers, which allow water to permeate into the ground rather than run off into nearby reservoirs. In some cases, permeable paver installations qualify for special financing, as they're considered a Green home upgrade.

To read full article and more, visit:
www.dccert.org/stanjonah



Dave Keith

Owner, NorthBay Environmental, Inc.

Cleaning With Bleach

While bleach is an effective cleaner and sanitizer, it's also a toxic chemical, so be sure to follow the proper procedure when using it to clean your home. Most importantly, dilute it to a 10 percent bleach/90 percent water solution, which will provide ample cleaning power without any hazardous side effects.

To read full article and more, visit:
www.dccert.org/davekeith



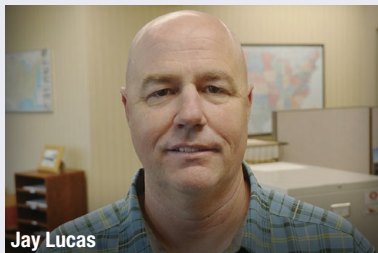
Weston Leavens

Owner, Deckmaster Fine Decks, Inc.

A Cutting-Edge Deck Product

If you're looking for a composite deck material that offers the best of both aesthetics and performance, consider Zuri® Premium Decking by Royal®. In addition to imitating natural wood more closely than other composite products, Zuri decking offers superior durability and is engineered to resist heat gain from direct sunlight.

To read full article and more, visit:
www.dccert.org/westonleavens



Jay Lucas

President, Santa Rosa Moving & Storage

Moving Tips

When packing for a move, pack your outdoor items first and store them in the garage. This step is commonly left until the end, at which point it can feel overwhelming, so consider knocking it out at the beginning. Also, to avoid confusion on moving day, place any items that aren't going with the movers in an unused closet or bathroom.

To read full article and more, visit:
www.dccert.org/jaylucas



Gabriel Manzo

Owner, Gabe's Auto Care Center

Timing System Components

Besides the timing belt, there are several components that make up an engine's timing system, including an idler pulley that spins, a water pump that rides with the timing belt and cam seals behind the gears. All of these components should be changed out along with your timing belt at the time of replacement.

To read full article and more, visit:
www.dccert.org/gabrielmanzo



Ken McCoy

Manager, American Pacific Mortgage dba Petaluma Home Loans

Going Local With Finance

Whether you're looking for a mortgage loan or financial advice, it's always best to deal with a local professional rather than going online. Among other benefits, working face-to-face with a professional gives you a lot more accountability than working with someone via phone or email.

To read full article and more, visit:
www.dccert.org/kenmccoy

Diamond Certified Expert Contributors



Owner, Joe Moore Painting & Roofing

Roof Inspections

Regular roof inspections can help identify developing problems before they result in major damage. Some things to look for include cracked, torn, bald or missing shingles; loose material or wear around chimneys, vents and pipes; signs of moisture, rot, mold or algae; and an excessive amount of shingle granules in the gutters.

To read full article and more, visit:
www.dccert.org/joemoore



President, Ongaro & Sons

“Smart” Thermostats

“Smart” HVAC products like the Nest Thermostat maximize energy efficiency by learning and adjusting to your daily patterns and preferences. There are also applications that allow you to control your thermostat remotely via your smartphone or computer—just log into your online portal to adjust the temperature.

To read full article and more, visit:
www.dccert.org/ernieongaro



Owner, High Definition Designs

Home Theater Tip

When installing a new home theater, think about who will be using it. If the system is going to be used by various members of your household, make sure everyone knows how to operate the remote control—otherwise, the wrong buttons will get pressed, which could undo your programmed settings.

To read full article and more, visit:
www.dccert.org/titopabon



Owner, Nor Cal Glass Products, Inc.

A Good Glass Care Product

When it comes to cleaning your shower glass, a good product is A-MAZ Clean & Green™ Water Stain Remover. Since it's a paste, it provides more cleaning power than a cream or liquid. Plus, since it doesn't contain acids or harsh chemicals, it can be used in non-ventilated areas without the need for gloves or a mask.

To read full article and more, visit:
www.dccert.org/billplace



Bo Posey

President, Metric Motors

Maintaining Your Turbocharged Vehicle

With the smaller size of today's vehicle engines, turbochargers provide a great way to maximize power and fuel efficiency. However, since turbochargers spin at up to 200,000 RPMs, if they don't have enough oil for lubrication, they'll fail quickly, so it's crucial to be diligent about regular oil changes.

To read full article and more, visit:
www.dccert.org/boposey



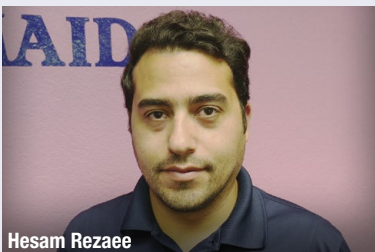
Barbara Ragsdale

President, Knights' Electric, Inc.

LED Lighting Benefit

While LED bulbs are available in retrofitted form (which enables them to fit into incandescent lighting fixtures), they work best in specialized fixtures. LED technology is rapidly superseding incandescent lighting, so converting your home's light fixtures is a smart long-term investment.

To read full article and more, visit:
www.dccert.org/barbararagsdale



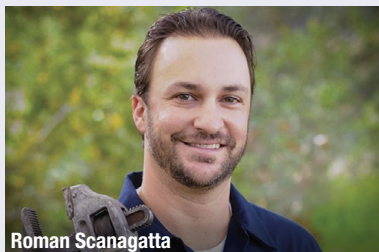
Hesam Rezaee

President, Molly Maid of Sonoma County

How to Clean Your Dishwasher

A dishwasher needs to be cleaned from time to time. Telltale signs include reduced effectiveness in washing, mold, unpleasant odors and calcium stains from hard water. To clean your dishwasher, sprinkle some baking soda inside, place a coffee cup filled with vinegar on the top rack and run it on the heavy washing cycle.

To read full article and more, visit:
www.dccert.org/hesamrezaee



Roman Scanagatta

Owner, Roman's Plumbing, Inc.

Plumbing Water-Saving Tips

For homeowners, saving water means saving money, so it only makes sense to maximize the efficiency of your plumbing system. For example, if you still have the same toilet you installed 20 years ago, you're wasting water every time you flush, so consider replacing it with a low-flow model.

To read full article and more, visit:
www.dccert.org/romanscanagatta

Diamond Certified Expert Contributors



Dan Skiles Jr.

Owner, Master's Touch Upholstery

Choosing Upholstery Fabric

When having a piece of furniture reupholstered, you'll need to decide whether to use plain or patterned fabric. Be aware that patterned fabric can require additional labor and yardage, as patterns have to be matched and repeated. You should also consider wearability when making your fabric choice.

To read full article and more, visit:
www.dccert.org/danskilesj



Will Trbovich

Owner, Acurit Auto Repair

Vehicle Inspection Tip

Whenever you take your vehicle in for a service, you should expect the technician to perform a full inspection. To find out if this is happening, ask questions like, "How was my tire pressure?" or, "How are my brake lights looking?" If the technician can't answer these questions, they haven't done a proper inspection.

To read full article and more, visit:
www.dccert.org/willtrbovich



Duane Vos

Owner, Creative Window Fashions, Inc.

The Value of Shutters

There are several window covering options to choose from, but only one will substantially add to the value of your home: shutters. This is because shutters are considered a "fixed asset" after they're installed, which puts them in the same league as other permanent fixtures like floors and countertops.

To read full article and more, visit:
www.dccert.org/duanevos



Jack Wahl

Owner, Jackson's Paving & Equipment Rentals, Inc.

Asphalt Sealcoating

Sealcoating is the application of a protective sealant that helps prolong the lifespan of an asphalt surface. This sealant keeps rainwater from permeating the surface, prevents erosion from sun exposure, and protects against stains from oil and similar fluids. Asphalt surfaces should be sealcoated every two to three years.

To read full article and more, visit:
www.dccert.org/jackwahl